

HCA Fraud and Abuse Detection Solution (FADS)

RFP No. 2020HCA14

Amendment No.5

Date Issued: 5/17/2021

To: RFP Bidders

From: Laura Shayder, RFP Coordinator

Purpose: Provide HCA's Responses to the Second Round of Question and Answer

This amendment hereby modifies and is attached to RFP No. 2020HCA14. All other terms, conditions, and specifications remain unchanged.

The above referenced solicitation is amended as follows:

Amendment 5			
RFP 2020HCA14 - FADS - Question and Answer Round 2			
#	RFP Section	Bidder Questions	HCA's Response
1	Appendix A	What automated accessibility review tools are used, preferred or acceptable?	HCA uses SiteImprove, but the Contractor may choose which tools works best for their system.
2	Appendix A	Who is responsible for the testing of the solution to ensure conformance? Is it the org, the vendor delivering the work OR a third-party?	The Contractor will be responsible for testing and ensuring conformance.
3	Appendix A	How does the org expect conformance to be confirmed and documented? VPATs, reports, etc.?	HCA will accept a report from the vendor indicating the compliance level.

4	Appendix A	Can WA HCA provide a samples of the Deliverable Expectation Document? (A document created by the Contractor and mutually agreed to by both parties that provides a description of a Deliverable and the Acceptance Criteria by which the Deliverable will be reviewed and accepted by HCA.)	The Deliverable Expectation Document is Deliverable 1.1.5 under the SOW.
5	Appendix A	Does the State expect that the solution will stay in conformance with WCAG for the entire life of the contract (term plus any renewals)? Or does the State expect that the solution will be continuously updated for WCAG throughout the entire term of the contract? If so, what part of the project budget does the cost for maintaining WCAG compliance come out of – DDI or O&M?	The compliance is an ongoing responsibility of the vendor for as long as the contract is in place. Any costs for maintaining compliance after the acceptance of the FADS by HCA are to be included in the Operation & Maintenance costs (Form 4, Cost Proposal).
6	Appendix A	If UAT identifies defects that will impact user instructions and/or training materials, how will these updates be addressed (given that final training materials are identified as an entrance criterion for UAT)?	Appendix A.1 Section 4.3 has been clarified within Amendment 4.
7	Appendix A	Does HCA have documented standards for training materials? Does HCA have standard templates for training materials?	No. No.
8	Appendix B.1	Appendix B-1 XI. Management Approach, #c.1 states: “Identify all staff, including Subcontractor staff, who would be assigned to a Contract resulting from this RFP and the amount of time each will be assigned to the project.” Please confirm that vendors are not required to provide names of non-key staff.	All staff engaged in the project need to be identified. Operations staffing identification should be limited to key staff.
9	Appendix B.1	Question 24 stated: Appendix B states that e.i. and e.ii. Each have a ten (10) page limit for responses. Please confirm that items e.iii through e.viii are not included in those page count limits. HCA's response was: Within Amendment 2, HCA has amended the page limit to reflect 15 pages. However, Appendix B.1 only reflects a 15 page limit for e.1, and remains 10 pages for e.ii. Can HCA please clarify if the 15 page limit is for all sub-sections of B.I.e or only for B.I.e.i and B.I.e.ii?	Appendix B.2, Phase 2, I, e,i has a page limit of 15 pages; Appendix B.2, Phase 2, I, e,ii has a page limit of 15 pages; Appendix B.2, Phase 2, I, e,iii through viii do not have page limits.

10	Appendix B.1, e. Approach to the Statement of Work	HCA requests that the high-level project plan identify the start and end of each task and when each deliverable will be completed. Based upon this does HCA expect the project plan to contain actual dates? If so, are we to use October 1, 2021 as the start date?	HCA expects the Bidder to provide the start and end date to complete each task. As per the RFP, Section 1.2, Estimated Schedule of Procurement Activities, the estimated start date to the contract is October 8, 2021.
11	Appendix B.1, e. Approach to the Statement of Work	Are there page limits for items e.iii through e.viii on pages 15 and 16 of Appendix B.1?	Appendix B.2, Phase 2, I, e,i has a page limit of 15 pages; Appendix B.2, Phase 2, I, e,ii has a page limit of 15 pages; Appendix B.2, Phase 2, I, e,iii through viii do not have page limits.
12	Appendix B.1, I.b.i.f	HCA requests the ability to change a provider's peer group temporarily or permanently. Is the vendor expected to persist a provider's updated peer group data back into the EDW? Would storing the peer group of a provider within the vendor's solution be considered a copy?	No and no. This would be selective, derived data, which can be stored within the FADS (along with a provider identifier) without being considered an additional copy.
13	Appendix B.1, I.c.i	Can the State provide additional details on the data that is currently in the EDW? What forms of data cleansing does HCA complete within their EDW?	The EDW includes a complete and current copy of the ProviderOne Operational Data Store, which covers the subject areas of claims, MCO encounters, clients, and providers. The data are primarily cleansed at the time of transaction when they enter the ProviderOne application. This cleansing is based upon complex business rules, so it is difficult to speak about them without a specific question.
14	Appendix B.1, Phase 2, II.b.ii	What are the numbers of staff users requiring the solution?	Per RFP Appendix B, Phase 2, II.b.ii, Bidders are to use the assumption that the 100 people shall require access to and/or use of the solution.

15	Appendix B.1, Phase 2, Section b	<p>Regarding the requirement to “i. Demonstrate how the Bidder’s Proposed Solution detects fraud, waste and abuse in encounter data. Describe how the Proposed Solution assists states’ program integrity units in ensuring the encounters are accurate and truthful.”</p> <p>Can you provide more clarification around the types of encounters/use cases you’d like us to address/demo? Are you requesting automated data quality checks, processing most recent claims? Or are you requesting us to demonstrate flexibility of the solution to explore data – exploration of encounter claims? There are many paths here.</p>	<p>An example use case is: to verify that a taxonomy is a valid taxonomy for the service being rendered. HCA is looking for a solution that identifies fraud, waste and abuse. No, HCA is not asking for processing most recent claims, as HCA has an MMIS system, ProviderOne, that handles this. Yes, HCA is looking for Bidders to demonstrate their solution's capabilities in exploring encounter data.</p>
16	Appendix B.1, Phase 3, I. References	<p>The "business references" requested refers to different clients or different projects? For example, if a bidder has two different projects with one client, each project counts as a business reference?</p>	<p>HCA prefers business references from 3 separate clients on 3 separate projects. but will accept the same client as long as there are 3 different projects.</p>
17	Appendix B.1, Phase 3, Section I References	<p>The RFP requires the bidder to provide three (3) business references for the “lead staff person”; will HCA please identify the project team member that the State considers the lead staff person?</p>	<p>Please provide references for the Project Manager who will lead the implementation.</p>
18	Appendix B.1, Section 1, Phase 3	<p>As part of Amendment 2, HCA provided Response Form 11 – Letter of Submittal, however, Appendix B-1 was not updated to reflect item 7 of Response Form 11.</p> <p>Please confirm that we are to provide a response to item 7 of the Response Form 11.</p>	<p>Yes, Bidders are to provide a response to all items, including #7, of Response Form 11.</p>
19	Appendix B.1, V. Other Related Information	<p>Can you expand on what type of contracts/vendors specifically you are requesting? Does this apply to renewals or Brand New contracts within 24 months?</p>	<p>This applies to any contract - renewals and new contracts.</p>
20	Appendix C.1	<p>In Appendix C.1 Section II.4 number R-18 (p. 13) reads “The Solution shall produce performance monitoring reports, including but not limited to those identified in Attachment E to the RFP.” Appendix C.1 does not include attachments that we can locate on WEBS. Will HCA please provide the location of the Attachment referenced in Appendix C.1?</p>	<p>This requirement is referring to Attachment E of Appendix D - Draft Contract.</p>

21	Appendix C.1 Section II-4, R-13	Specifically, which apps do the reports need to be downloadable? Is excel, pdf, and gif's appropriate?	Excel and .pdf are appropriate.
22	Appendix C.1 Section II-4, R-14	Our reports are not requested; they will auto-generate based on the available data. Will this be acceptable to the State?	R-14 is about the ability to cancel a long-running report in the Bidder's solution. R-6 (desirable - high) that is the "ability to produce ad hoc/customized report".
23	Appendix C.1 Section II-5, U-3	Please explain why the Data Dictionary needs to be queried?	HCA has several thousand data elements, and its necessary to know where to look in the Data Dictionary for a specific data element.
24	Appendix C.1, Section II-3, A-16	This seems to contradict earlier requests for the data to not persist.	HCA prefers not to persist data, however, persisting identifiers or derivatives is acceptable if necessary. To clarify, the intent of the requirement is to enable HCA to review the results identified by the FADS as potential fraud, waste and abuse without making bulk copies of raw source data.
25	Appendix C.1, A-1.1	Will HCA please specify what is included or classified as managed care entities (MCEs)?	HCA provides information about managed care on its website here: https://www.hca.wa.gov/billers-providers-partners/programs-and-services/managed-care , and CMS provides definitions for Managed Care Entities here: https://www.medicare.gov/medicaid/managed-care/managed-care-entities/index.html .
26	Appendix C.1, A-1.1	Will HCA please provide a use case on how utilization comparisons between managed care entities (MCEs) will be applied?	An example of utilization comparisons between managed care entities is the percentage of the MCE clients who have no encounters.
27	Appendix C.1, A-1.1	Is HCA focused on the utilization between Providers and MCO Provider or MCO peers?	Yes.
28	Appendix C.1, A-1.3	How does HCA define models? Are these models similar to queries or algorithms?	Models can include queries and algorithms.

29	Appendix C.1, A-4	Table 3 (Analytics Modeling and Algorithm Solution Requirements) item A-4 does not list sub-requirements, but the cell is not grayed out. Please confirm no response is required.	Correct. No response is required for the cell not grayed out in the "Analytics Modeling and Algorithms Solutions Sub-Requirement" column for Requirement A-4.
30	Appendix C.1, INT-1, INT-2 and INT-3	Table 2 (Integration Solution Requirements) does not list sub-requirements for any item, but the cells are not grayed out. Please confirm no response is required.	Correct. No response is required for the three cells not grayed out in the "Integration Solution Sub-Requirement" column for Requirements INT-1, INT-2 and INT-3.
31	Appendix C.1, INT-3	Will HCA please provide use cases on how the DSHS or SSPS data would be leveraged?	HCA currently uses this data to review for providers excluded by our state AG. Another use case would be the ability to perform algorithms on this data.
32	Appendix C.1, INT-3	Does HCA intend on leveraging existing APIs or other means in order to connect to multiple databases? If yes, is the connection similar to those referenced in the requirement regarding DSHS and SSPS?	HCA desires that the FADS be capable of connecting to multiple databases using standard interfaces, such as ODBC, with the primary considerations of doing so being security and cost.
33	Appendix C.1, R-16	Will HCA please provide examples of management reports that are expected to be provided as part of the bidder's FADS services?	HCA is interested in understanding the customization and flexibility of the Bidder's solution's reporting capabilities.
34	Appendix C.1, R-18	Attachment E is referenced in Appendix C – R-18 yet RFP documents do not have a document labeled as Attachment E. Will HCA please clarify where the Attachment E requirements referenced in Appendix C.1 are located?	This requirement is referring to Attachment E of Appendix D - Draft Contract. Please see Appendix C.2 for clarification.
35	Appendix C.1, Requirement G-10	Please clarify whether this requirement applies to the process of creating an extract file for the proposed solution or transformations of the extract file.	The intent is for HCA to perform any needed transformations prior to extract from the EDW according to the specifications as agreed upon by HCA and the ASB.

36	Appendix C.1, Requirement G-12	What are the State's expectations of how this disparate data will be used?	HCA's expectation for the disparate data is to complete the picture of the PI audit, for example some providers send in their supporting data on paper that is converted to a .pdf; having a solution that can read this .pdf or other image and identify and integrate relevant information is useful.
37	Appendix C.1, Requirement S-5	<p>The Solution shall comply with the state regulation: Imaging Systems, Standards For Accuracy And Durability, WAC 434-663.</p> <p>Based on our understanding of the RFP, this is not applicable to the desired solution. Will HCA please confirm or correct that understanding?</p>	This is dependent on the functionality of the proposed solution. If the system stores copies of digital images (per Appendix C.1, Requirement G-12) then it would need to comply with Requirement S-5, primarily from a retention/scheduling/disposition of records standpoint. If the proposed solution does not store copies of digital images then it would not be applicable and N/A is acceptable for this requirement.
38	Appendix C.1, Requirements G-12 and S-5	G-12 is marked as "highly desirable," while S-5, on page 6 of Appendix C.1, is marked "Mandatory." Both appear to address the same functionality. Would HCA please clarify which Priority level is correct?	This is dependent on the functionality of the proposed solution. If the system stores copies of digital images (per Appendix C.1, Requirement G-12) then it would need to comply with Requirement S-5, primarily from a retention/scheduling/disposition of records standpoint. If the proposed solution does not store copies of digital images then it would not be applicable and the Bidder's proposal would be "highly desirable" for S-5. See the change in "Priority" status of S-5 within Appendix C.2.
39	Appendix C.1, S-9	HCA has asked bidders "Describe the Bidder's Proposed Solution's ability to utilize multiple external identity providers." Is HCA looking for bidders to connect to multiple external identity providers simultaneously?	HCA only requires the solution to interface with a single SAML 2.0 external identity provider but would like to understand the vendor's ability to support multiple (such as ADFS, Multi Factor Authentication, etc.). The vendor's ability to support multiple identity providers is not a weighted factor.

40	Appendix C.1, Section 2, 4) Reports and Alerts Requirements	Under the Alerts and Reports Requirements, what is HCA's definition of alerts? Can you provide an example or clarify the alert functionality?	For Appendix C.1, Section 2, 4) Reports and Alerts Requirements, HCA defines the term "alert" as a FADS-generated notification. An example of this would be that the solution identifies outliers and/or pattern deviations that go beyond the set threshold (as set by HCA or machine learning).
41	Appendix C.1, Section 2, 6) Access/Display/Navigation Requirements, ADN-12	AD-12 reads: The Solution's GUI drop-down lists shall be available to identify options and code descriptions for each field where applicable. What is HCA's definition of code descriptions? Is this referring to a data dictionary or a glossary of terms for example?	There is no AD-12 requirement. For ADN-12, code descriptions are referring to a data dictionary or glossary terms.
42	Appendix C.1, U-1	For several items (e.g., Section I, Table 4 (User Documentation and Support Solution Requirements, item U-1), the solution requirement is an introductory statement for items below, but columns 5 and 6 are not grayed out. Please confirm no response is required for these items.	Correct. No response is required for the cell not grayed out in the "User Documentation and Support Solution Sub-Requirement" column for Requirement U-1.
43	Appendix C.1, U-17	Will HCA please advise what Dispositions are expected with the File Names?	Disposition implies describing what happens to the file after processing. E.g. Is it deleted after verification, is it archived on a file server and deleted after x days, etc.
44	Appendix C.1, U-19	Will HCA please define what Module source listing is to be interpreted as in order to ensure an accurate response from the bidder to this requirement?	HCA desires the solution to be modular. The System Documentation should then reference the appropriate module and the sources that are used for the module.
45	Appendix C.1, U-19	Will HCA please define module source listing?	HCA desires the solution to be modular. The System Documentation should then reference the appropriate module and the sources that are used for the module.
46	Appendix C.1, Section 13, A-10	Does this have to be done by using Social Networks or can we get the results using other means? There may be legal restrictions using app data from LinkedIn, Facebook, etc.	Other means are fine.

47	Appendix D	Can the State of Washington confirm that in Section 14 of Appendix D that the reference that the "Contractor" will be doing the hosting, that includes any of the entities on the contractor's team - either the Prime or a Subcontractor?	Yes
48	Appendix D	(a) Can HCA please define Industrial Insurance? (b) Is Industrial Insurance applicable to this RFP?	Please see Title 51 RCW.
49	Appendix D	Will HCA confirm that it will provide Contractor a reasonable minimum notice period when HCA exercises a renewal option so Contractor can extend its necessary resources accordingly?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
50	Appendix D	Will the HCA consider a COLA clause for the years beyond the initial term?	Pricing beyond the initial term will be negotiated during negotiations with the ASB.
51	Appendix D	(a) Will HCA please confirm that acceptance of Bidder's proposal also functions as HCA's approval of the proposed personnel identified in the proposal? b) For provisions requiring on-site personnel, will HCA consider remote?	a) Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List. b) To be negotiating with the resulting ASB.
52	Appendix D	Will the HCA consider adding a non-solicit provision for Contractor personnel?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.

53	Appendix D	Will HCA confirm it only will assess the liquidated damages associated with a single Performance Standard for any single performance event?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
54	Appendix D	Will HCA consider providing a minimum notice period and an opportunity to cure before Liquidated Damages apply?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
55	Appendix D	To align with Bidder's Insurance Policy, will HCA modify these Insurance requirements?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
56	Appendix D	So it is clear Contractor will not be penalized for performing in accordance with its obligations to HCA under the Contract, will HCA please consider editing the Contractor's indemnity obligations so they only apply to third party claims for direct damages to the extent directly caused by Contractor's breach of contract or negligence in its performance of the contract?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
57	Appendix D	To encourage bids and competitive pricing, will HCA please consider adding a reasonable limitation of liability (LOL) clause to the Contract that includes a cap on direct damages?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.

58	Appendix D	Will HCA consider increasing the minimum notice period to 60 days to mitigate the risks of abrupt cessation and allow sufficient time for wind down?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
59	Appendix D	So long as the Contractor's legal entity that is the party to the Contract remains the same, will HCA please confirm this provision does not apply to any reorganization, merger, or consolidation involving only the Contractor and its subsidiaries, parents, and affiliates?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
60	Appendix D	Will HCA please confirm that acceptance of Bidder's proposal also is HCA's approval of the proposed subcontractor(s) identified in that proposal?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
61	Appendix D	Can HCA confirm that approval will not be unreasonably withheld?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
62	Appendix D	Will HCA confirm that HCA and the Contractor will have the opportunity during contract negotiations to negotiate intellectual property terms that are applicable to and appropriate for Contractor's proposed solution (e.g., COTS, SaaS, pre-existing, independently developed, and/or third-party IP) and reflect changes to the CMS CFRs that apply to that proposed solution?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.

63	Appendix D	For any audit/inspection, will HCA confirm it will provide reasonable minimum prior notice to Contractor and confirm that audit/inspection will be limited to the records/facility(ies) directly related to the invoices submitted, and services provided, by Contractor under this contract?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
64	Appendix D	To encourage competitive pricing, will HCA consider adding daily and contract term caps on Liquidated Damages?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
65	Appendix D	Will HCA please confirm that any change(s) will be managed through the change control process and shall be subject to mutual agreement on cost, schedule, scope, resource, and/or any other impacts?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
66	Appendix D	Will HCA please consider adding an express disclaimer of indirect and consequential damages?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
67	Appendix D	Will HCA confirm Bidder's understanding that the Most Favored Customer requirements only apply to the same or substantially similar customers, services, and contract terms and that any pricing change resulting from this section only applies prospectively?	Per RFP Section 2.11, Bidders may submit exception as allowed in Response Form 02, Certifications and Assurances. All exceptions must be submitted on or attached to Response Form 06 SOW and Response Form 07 Draft Contract-BAA-DSA Issues List.
68	Data	Will data storage of images be necessary?	This is not a requirement.

69	Data	Which screen reader and browser combinations are targeted for conformance? (This is important to know so the delivery teams can check their work along the way and test in the right environment, similar to cross-browser support.)	Screen Reader: Job Access With Speech (JAWS); Browsers: Chrome, Safari, Edge, and Firefox
70	Data	Does the org have a documented accessibility testing process?	HCA uses SiteImprove to provide accessibility reports.
71	General	How many years of claims data does HCA expect to be normally analyzed for patterns of FWA? Are there circumstances where a longer range of analysis will be needed?	Six years past data plus current data. Longer range of data could be helpful to the Bidder's solution in looking for patterns and high outliers.
72	General	Would the state consider giving vendors more time to submit final proposals since answers to second round of questions has been extended?	At this time HCA is not considering an extension of the proposal due date.
73	General	Can you share who your current vendor is for machine learning?	HCA does not currently have a vendor for machine learning.
74	General	If a proposer uses a subcontractor to perform the hosting services and associated hosting-related services, will both parties (the proposer and the subcontractor) be expected to fully meet the Information Security, Data Share and BAA requirements or just the entity that is providing the hosting?	Yes, both parties would be expected to fully meet the Information Security, Data Share and BAA requirements
75	General	Would the State object to vendors submitting an Executive Summary at the beginning of the response prior to the Phase 1 section?	Bidders are welcome to submit documents beyond what was requested in the RFP. However, Bidders will only be evaluated on what was described within the RFP.

76	General	<p>Is there a page limit per phase or the page limit only applies to the following sections?</p> <p>Phase 1 - Subcontractor Section, limited to 3 pages</p> <p>Phase 2 - Functional Requirements section, response is limited to 1 page per alphabetical instruction</p> <p>Phase 2 - Overall Approach, limit is 15 pages</p> <p>Phase 2 - Operation & Maintenance, limit is 10 pages</p>	<p>If the page limit is listed next to a specific element it applies to that specific element; if the page limit is within the description of the section the page limit applies to the section as a whole. For example, Phase 1 - Subcontractor Section indicated 3 pages in the description of the Section, the 3 pages apply to the section as a whole including the sub-bullets.</p>
77	General	<p>Although the current delivery standard for accessibility is WCAG 2.1-Level AA – is this RFP and the State subject to ADA or Section 508?</p>	<p>HCA is subject to Section 508 compliance.</p>
78	General	<p>Does HCA have an agency communications team/unit? If so, what is their expected role in the project?</p>	<p>Yes, HCA has a communications office. It may play a role in specific messages as the project progresses.</p>
79	General	<p>May the bidder include attachments to its proposal in order to submit supporting material required by the RFP? If yes, may the attachments include both documents and URL links to documents?</p>	<p>Bidders are welcome to submit documents beyond what was requested in the RFP. However, Bidders will only be evaluated on what was described within the RFP.</p>
80	General	<p>Can HCA please provide the Word files in a manner that allows track changes to be turned off? This includes Appendices C.1, D, and E, Response Form 10.1, etc.</p>	<p>Documents with track changes turned off will not be provided.</p>
81	OCIO 141.10	<p>Could you provide more details on the SecureAccess® Washington infrastructure identity system? For example, what is the base identity or IGA platform that hosts the system?</p>	<p>SecureAccess® Washington (SAW) is the state's external Identity Provider that utilizes SAML 2.0. In addition it is used to enforce MFA for systems with access to sensitive data. Use of SAW is mandatory by state policies and standards. More detail cannot be shared with this venue.</p>
82	Response Form 04	<p>Please confirm that annual O&M fixed prices will be paid in 12 equal monthly installments.</p>	<p>Correct.</p>

83	Response Form 10.1	<p>We are seeking clarification from HCA regarding solicitation amendment Response Form 10.1 Proposal Checklist that was posted to WEBS on 4/30/2021 for RFP No. 2020HCA14 (HCA Fraud and Abuse Detection Solution (FADS)):</p> <p>The revised Checklist includes a field for the Bidder to indicate that it has provided responses to Cost Proposal Form 04a, 04b and 04c; however, the Cost Proposal Template does not include a Form 04c. Will HCA please post a revised version of the Cost Proposal Template that includes Form 04a, 04b, and 04c?</p>	<p>The addition of 4c within Response Form 10.1 was an error within Amendment 2. Response Form 10.2 has been released within Amendment 4 to clarify that there is no 4c.</p>
84	Section 1.2	<p>With responses to questions being released close to the due date (May 17), would HCA provide for a 2-week extension to allow bidders to accurately address HCA's answers to questions?</p>	<p>No.</p>
85	Section 1.2	<p>Considering the delay in the second round of questions, will HCA consider an extension to the due date to Friday, May 28?</p>	<p>At this time HCA is not considering an extension of the proposal due date.</p>
86	Section 1.3	<p>In the RFP it states that HCA currently manages 1.9 million clients, does this number include both providers and beneficiaries?</p> <p>If not, can you provide us with: The number of providers The number of beneficiaries</p>	<p>There are records for approximately 2 million currently enrolled clients in the EDW, although historical records for clients include more than 4 million. There are current and historical data for more than 300 thousand providers.</p>
87	Section 1.3	<p>What will be the outputs to law enforcement? Case files? Target packages? Formal evidence packets with chain of custody?</p>	<p>For the State Attorney General's Medicaid Fraud Control Division (MFCD), the output will be case files.</p>
88	Section 1.3	<p>What are the ultimate operational goals of the solution and office? Arrests? Attachment of assets of perpetrators? Forfeiture of assets of perpetrators? Civil cases? Criminal cases?</p>	<p>The goals of Program Integrity are to prevent inappropriate payments in the future, to recover inappropriate payments, and to identify fraud and refer it for prosecution.</p>
89	Section 1.3	<p>What fraud funds recovery goals does the state or this office have? Meaning, do you intend to recover ill-gotten gains and do these finds go back to the State or the office or law enforcement? Is this a working pattern in some states and even in Federal fraud cases?</p>	<p>To recover inappropriate payments. The recovered funds are returned to Medicaid. We do not understand the 3rd question. Note that this is not a recovery audit contractor arrangement.</p>

90	Section 1.3	What are the data sets for investigation the state currently possesses? Examples: driver's licenses, car licenses, business listings, Lexus Nexus, and so on...	HCA has access to and uses Medicaid Management Information System (MMIS) data.
91	Section 1.3	Who are the targets of this state effort? Providers? Citizens on the scam? Pill mills or doctor's offices?	Providers.
92	Section 1.3	What are the perceived or real gaps in the state's ability to detect and prosecute the counter fraud mission? Why are they acting? (This is probably a question for the lobbyist.)	HCA is in need of an up-to-date FADS. HCA is in the process with this RFP of re-procuring a new FADS to identify fraud, waste and abuse. See Section 1.3.1 of the RFP. The intent of the 2nd question is not clear.
93	Section 1.3	What are the data gaps in this office? What data sets do they need to be more successful?	To address data gaps and be more successful in fraud, waste and abuse identification, additional data could include link analysis between entities, geomapping, etc.
94	Section 1.3	What are the training standards for the state or contractor staff required to use the system? Fraud certs? Anti money laundering certs? Law enforcement status (badges, creds, guns)?	There are no training standards, certifications or licensures required to use the system. It is not the expectation that training for the FADS would provide continuing education units. PI staff are auditors who conduct reviews and/or audits of cases and investigators who determine credible allegations of fraud. Some staff have clinical backgrounds. Law enforcement certifications for Medicaid Fraud Control staff are not a part of FADS user training requirements.
95	Section 1.3	Considering that RFP pg. 9 says that 1.9 million members are in the Washington Medicaid program, how many unduplicated people does this include for the required claims history?	At this time, the number of unduplicated people is more than 4 million.
96	Section 1.3	Will HCA provide the reference data (e.g., HCPCS, Drug Reference files (such as Medispan or FDB), CPT, CDT, ICD-10 Diagnosis codes, etc.) under its enterprise agreement?	The code values will come through from the EDW, but Bidders should not count on receiving the full reference values. Reference values will need to be licensed in the Bidder's FADS solution.

97	Section 1.3.4.2	Will the MCO data be combined with the EDW data or will each MCO send a separate feed to the Bidder?	MCO service encounters are submitted through our MMIS and are available in the EDW. HCA's intent is for the FADS to have the ability to ingest and analyze adhoc data sets. The reference to MCOs is an example of what type of data this could be. But this data would not be part of a regular feed from the EDW or to the FADS.
98	Section 1.3.4.2	Assuming the State is currently screening against LEIE, is there a process in place for downloading and 'landing' all the watch lists you are currently screening against, or would the state like the bidder to also architect that capture process?	There is a process in place for handling the LEIE. Other watch lists, should the solution require them, should flow through the EDW and its capture process.
99	Section 1.3.4.2	What other Watch lists do they currently screen against (they mention Death Master file)...?	HCA currently screens against the LEIE and the SAM (as referenced in section 1.3.4.2) and the state of Washington's Department of Health's death data. For the provider enrollment process, HCA screens with LexusNexus as part of the provider enrollment process.
100	Section 1.3.4.4	If two providers have separate cases opened but it is discovered that there is collusion between the two, can a claim be shared across the two cases? Is this a requirement?	Yes, the FADS could share a claim across two cases for the identification of fraud, waste and abuse. No, this is not a requirement.
101	Section 1.5	Please explain the OCIO requirements and how they differ from HIPAA and/or HITECH.	OCIO requirements are in addition to HIPAA and HITECH requirements. It is up to the vendor to evaluate and differentiate.
102	Section 1.9.1	Based on Section 1.9.1, can you clarify if this is federally funded project and which contract and compliance requirements are mandatory of this is federally funded? Section 1.9.1 - All State MMIS and MMIS-related implementations must adhere to federal guidance for HCA to receive enhanced federal funding for the operation of the MMIS and other modular replacement projects. HCA will seek enhanced funding to the maximum extent possible and therefore the Solution will undergo required certification as specified by CMS.	Yes, the FADS project is primarily federally funded. The sample contract (Appendix D - Draft Contract) incorporates a variety of state and federal requirements that vendors are required to comply with. If a Bidder has certain sections of the contract that they question, they are welcome to note that in their proposal via the Issues List (Phase 3, Section II) and we will consider during contract negotiations

103	Section 2.2	We were just reviewing the Amendments sent and noticed the “Letter to intent to propose due (not required)” shows a date of May 3. We were not sure if the “not required” meant it didn’t need to be sent.	Correct, “not required” means that potential Bidders are not required to submit a Letter of Intent in order to respond to the RFP. Bidders who do not submit a Letter of Intent may still submit a response to this RFP.
104	Section 2.3	Based on the following Bidder Requirement limiting the use of zip files, is it feasible to submit the proposal in multiple emails if an email size limit is reached while sending all required response forms and documents? Bidder Requirement: Attachments to e-mail must be in Microsoft Word format or PDF, except for the Cost Proposal which must be submitted as an Excel document. Zipped files cannot be received by HCA and cannot be used for submission of Proposals.	The maximum size of the whole email (email, plus attachments) is 30Mb. If your proposal is larger please send it in multiple emails. It is greatly appreciated if the Bidder would please number the email (e.g., 1 out of 5, 2 out of 5, etc.).
105	Section 2.4 and Appendix B.1, Phase 1, Section III. g	RFP Section 2.4 and Appendix B.1, Phase 1, Section III.g have conflicting instructions as to how bidders should mark pages containing proprietary information. Please clarify if HCA would like pages containing proprietary information labeled in the lower right-hand corner with “Proprietary” or “Proprietary Information”.	Appendix B.1, Phase 1, Section III - Letter of Submittal, has been deleted within Amendment 4. Bidders are to use Response Form 11 to submit their Letter of Submittal. Bidders should see RFP Section 2.4 for Proprietary/Confidential marking instructions.