



MARYLAND HEALTH CARE COMMISSION

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**Questions and Responses
for
Solicitation No. MHCC 16-002
HEDIS® AUDIT AND PERFORMANCE EVALUATION OF
COMMERCIAL HEALTH BENEFIT PLANS**

1. Page 32. 3.2.1.09: B

Question: Can you please explain what is exactly meant by “RELICC performance results will be provided through a separate procurement”? Can you please elaborate and clarify?

RESPONSE: MHCC has a different contract with the vendor Mid-Atlantic Business Group on Health (MABGH) to execute the standard RELICC™ (not RELICC™-MLDF) and QP quality measurement instruments. The contract with MABGH will be in progress during year one of this contract. As such, in year one of this contract, MABGH will provide the Contractor with performance results for individual quality measures related to RELICC and QP. The Contractor for this procurement will use the performance results provided by MABGH to conduct services related to the development and implementation of a 5-Star Rating System for all five quality measurement instruments (HEDIS®, CAHPS®, RELICC™, BHA, and QP).

2. Page 32. 3.2.1.09: D

Question: Can you please explain what is exactly meant by “The QP performance results will be provided through a separate procurement”? Can you please elaborate and clarify?

RESPONSE: Same response as given for question 1.

3. Page 32. 3.2.1.09: E

Questions: Can you please explain what is exactly meant by “CAHPS® performance results will be provided through a separate procurement”? Can you please elaborate and clarify?

RESPONSE: MHCC has a different contract with another vendor, for the administration of the CAHPS® survey. Similar to the responses given for questions 1 and 2 above, this other vendor will provide the Contractor with performance results for CAHPS® measures which the Contractor will then use in executing the 5-Star Rating.

4. No RFP Reference

Questions: Can you please provide the annual contract amount for the previous term of the contract (assuming that that it was for 5 years as well)? And also verify if the Scope of work had the same 6 (A through F) tasks in the previous contract period as well?

RESPONSE: MHCC currently has two active contracts that are coming to term this year and are intended to be replaced by a single procurement resulting from this RFP. The first active contract in the amount of \$1,017,971.00, has approximately a four year term (that includes four cycles through the set of contract deliverables) for HEDIS® audit services. The second active contract in the amount of \$692,889.00, has approximately a three year term (that includes three cycles through the set of contract deliverables) and is for Performance Evaluation services related to the RELICC™-MLDF, BHA, QP, and 5-Star, and Report Development services related to producing an annual quality report series for public reporting. The Contractor for this procurement is not required to produce the annual quality report series for public reporting; however, the Contractor is required to transfer performance results for HEDIS®, RELICC™-MLDF, BHA, and 5-Star to a separate contractor engaged by MHCC to implement a health benefit plan quality website for public reporting. File format for the transfer of performance results data will be described at the annual Planning Conference in October or November. See Section 3.2.3.14.

5. Page 31. # 3

Question: For health benefit plans that do not use a NCQA-certified Software, is the expectation of the MHCC that, in addition to reviewing the 15 core set measures selected for manual source code review, the contractor shall conduct automated source code review for two (2) measures from outside the core measurement set shall be selected by the Contract Monitor.

RESPONSE: Yes.

6. Page 31-32: 3.2.1.09. B, C and D

Question: Would MHCC allow the contractor's audit team to include any questions related to tasks B, C and D during the same onsite visit that the contractor's auditor would be conducting for Task A: HEDIS Compliance Audit?

RESPONSE: Yes.

7. No RFP Reference

Question: Would MHCC be willing to provide the contractor the following from at least two previous years:

- a) NCQA IDSS CSV files and IDSS Excel workbooks for each of the data sets that were submitted to NCQA
- b) Final Audit reports for HEDIS Compliance Audits
- c) Individual reports for each of the tasks specified in B, C and D that are listed under Page 31-32: 3.2.1.09.

RESPONSE: No; however, please feel free to refer to the performance results from the 2013 and 2014 Comprehensive Quality Reports. Here are the links:

2013 Report:

http://mhcc.maryland.gov/mhcc/pages/apcd/apcd_quality/documents/hbp/CQM_HBP_2013_Quality_and_Performance_Report_RPT_20130920.pdf

2014 Report:

http://mhcc.maryland.gov/mhcc/pages/apcd/apcd_quality/documents/hbp/CQM_HPQ_2014_Comprehensive_Quality_Report_RPT_20141022.pdf

8. No RFP Reference

Question: Would MHCC be willing to provide the 5-Star reports from the past 2 years for each of the health benefit plan?

RESPONSE: No; however, please feel free to refer to the 5-Star performance results and methodology from the 2013 and 2014 Maryland Health Connection Quality Report. Here are the links:

2013 Report:

<http://www.g-b-s.com/mdshop/resources/Plan%20Quality%20Report.pdf>

2014 Report:

http://mhcc.maryland.gov/mhcc/pages/apcd/apcd_quality/documents/hbp/CQM_HPQ_2014_MDHealthConnection_Quality_Report_RPT_20141114.pdf

Thank you.