



**COMMONWEALTH of VIRGINIA
DEPARTMENT OF MEDICAL ASSISTANCE SERVICES**

600 East Broad Street, Suite 1300
Richmond, VA 23219

March 17, 2016

Dear Prospective Respondent:

The Department of Medical Assistance Services (DMAS or the Department) is soliciting information from organizations interested in providing input into the development of a new Non-Emergency Medical Transportation (NEMT) contract. This is not a formal solicitation **and the Department will not award a contract based on responses to this Request for Information (RFI) RFI 2016-02**. The Department, however, may use the responses to strengthen the contract's design and determine the feasibility of new initiatives.

Organizations must check the eVA VBO at <http://www.eva.virginia.gov> for all official postings or notices regarding this RFI. Posting of such notices will also be done on the DMAS website at http://www.dmas.virginia.gov/Content_pgs/rfp.aspx but the eVA VBO is the official posting site.

Organizations are requested not to call this office. All issues and questions related to this RFI should be submitted in writing to the attention of Division of Program Operations, Department of Medical Assistance Services, 600 East Broad Street, Suite 1300, Richmond, VA 23219, and should be submitted by email in MS Word format to RFI2016-02@dmas.virginia.gov. In order to allow sufficient time for responses, DMAS is requesting all questions be submitted to the Department by **5:00 PM E.S.T. on Friday, April 1, 2016**.

If your organization is interested in providing input, you are invited to submit a response to the Department. Responses should be received by **5:00 PM E.S.T. on Friday, April 15, 2016**. Documents should be addressed per the instructions in RFI 2016-02.

Sincerely,

Chris Banaszak

DMAS Contract Manager

**REQUEST FOR INFORMATION
RFI 2016-02**

Issue Date: March 17, 2016
Title: Non-Emergency Medical Transportation Contract
Commodity Code(s): 91896, 95294 and 95856

All inquiries should be directed in writing via email in MS Word 2010 or compatible format to:
RFI2016-02@dmas.virginia.gov

Division of Program Operations
Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

Deadline for submitting inquiries: **5:00 PM E.S.T., Friday, April 1, 2016**

Response Due Date: Responses will be accepted until **5:00 PM E.S.T., Friday, April 15, 2016**

Submission Method: Responses should be mailed to the following:

“RFI 2016-02”
Department of Medical Assistance Services
600 E. Broad Street, Suite 1300
Richmond, Virginia 23219
Attention: Division of Program Operations

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

Respondents to this Request for Information (RFI) are hereby notified that all information, documentation, and any specific content or approaches included within RFI responses may be used in future solicitations. ***Organizations should not submit any proprietary, trade secret, or confidential information in their response to any aspect of this RFI. Organizations are responsible for ensuring this requirement is met and the Department will not be held responsible or liable for release of said material in response to subsequent FOIA requests.***

Under no circumstances shall the Commonwealth, the Governor’s Office, the Secretaries, or the Virginia Department of Medical Assistance Services be liable for, or reimburse, the costs incurred by respondents in preparing and submitting responses to this RFI.

Non-Emergency Medical Transportation (NEMT) Request for Information (RFI)

I. RFI - INSTRUCTIONS AND RESPONSE PROCESS

1. Purpose

This is not a formal solicitation and the Department will not award a contract based on any response to this RFI. This is strictly a means for the Department to obtain vendor input into the development of a new Non-Emergency Medical Transportation contract. Your response is not a commitment by your organization to provide the services as described, nor is it a commitment by the Department that any contracts resulting from subsequent RFPs issued by the Department will be awarded to your organization.

2. Background

The Virginia Department of Medicaid Assistance Services (DMAS) is the single state agency that administers Medicaid and the State Children's Health Insurance Program (CHIP) in Virginia.

For more information on DMAS, refer to the website at:

<http://www.dmas.virginia.gov/>

Virginia's fee-for-service Non-Emergency Medical Transportation program is administered state-wide by a single broker. The current volume of trips is approximately four million per year. Many of the trips are for recurring appointments to day support for Virginia's intellectually and developmentally disabled Medicaid members. While these members may receive medical care and associated transportation through a health plan, their behavioral health transportation is through the fee-for-service network. In addition to Medicaid members in waivers, Virginia also provides NEMT to Medicaid members who are: newly enrolled and awaiting assignment to a health plan; transitioning between health plans; and, who are not enrolled in a health plan.

Virginia is interested in transitioning to a contract that incorporates state-of-the-art technology for arranging trips, fleet management, quality assurance and compliance, communicating with Medicaid members or their authorized representatives, and prioritizing dialysis trips, urgent care trips, handling standing trips, and hospital discharge trips. Virginia may also incorporate out-of-state trips into the next contract. Along with these service changes, during the next contract term Virginia may implement Fingerprint-based Criminal Background Checks (FCBCs) for transportation drivers.

Timeline:

- DMAS Issues Request for Information (RFI): March 17, 2016
- Due Date for Questions from Vendors: Friday, April 1, 2016
- Due Date for Vendor Responses RFI: Friday, April 15, 2016
- Onsite Vendor Presentations: As requested.

- DMAS Issues NEMT RFP: August 1, 2016
- DMAS Awards new NEMT Contract: January 1, 2017
- Effective Date of new NEMT Contract: July 1, 2017

Considerations:

- Approximately 70% of the Virginia Medicaid population is enrolled in Managed Care. The Agency is moving more towards a Managed Care membership model, and Virginia will be releasing a Managed Long Term Services and Supports (MLTSS) RFP this Spring following that trend; however, we anticipate there will continue to be a specialized population of fee-for-service membership primarily focused on transportation needs for intellectually and developmentally disabled Medicaid members.
- Virginia has constructed the RFI to address topics for gaining vendor and market analysis and feedback on modern transportation solutions.

3. Responding to this RFI

Respondents are requested to adhere to the following general instructions, in order to bring clarity and order to the RFI preparation and subsequent review process:

- Responses should be organized in the exact order in which the Questions are presented.
- Responses should be complete and comprehensive, with a corresponding emphasis on being concise and clear.

Responders should complete all of the questions and submit to the RFI contact before the due date and time, as identified in Section I, Item No. 4. Responses should be organized in the order in which the questions are presented, and pages should be numbered. Responses should reference the question responded to by the vendor. Any paragraphs in the response should correspond to a question and reference the corresponding question of the RFI. The discussions and information should address the vendor’s solution. A sample of a response format follows:

Question:

A.	Please describe your approach to providing transportation. How might it differ based on the needs of the member, for example, trips for dialysis versus trips for urgent care?
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A. “Vendor’s Response to Question A to include a vendor’s proposed solution and product offering.”

4. Key Response Requirements

- Important Dates:** Questions regarding this RFI should be submitted to RFI2016-02@dmass.virginia.gov no later than **5:00 PM E.S.T. on Friday, April 1, 2016**. Responses are due to the Department no later than **5:00 PM E.S.T. on Friday, April 15, 2016**.

- b. **RFI Contact:** The principal point of contact for this solicitation in DMAS shall be:

Division of Program Operations
Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219
Email: RFI2016-02@dmass.virginia.gov

All communications with DMAS regarding this RFI should be directed to the principal point of contact. All RFI content-related questions should be in writing to the principal point of contact.

- c. **Length of Response and Attachments:** ***The vendor's complete response should be no more than ten pages.*** The answer to each question should be less than ten pages so that the total number of pages submitted does not exceed ten pages. The Department will review additional attachments beyond the page limit; however, use of a limited number of attachments will be appreciated. Please include a company's history and financial statement in the attachments. Attachments may include a descriptive outline of your proposed operations and information about your organization's direct experience in providing the identified activities for Medicaid and non-Medicaid organizations.
- d. **Format and Number of Copies:** The responder shall submit one original hard copy and one electronic copy in MS Word format (Microsoft Word 2010 or compatible format) by the response date and time specified in this RFI. The electronic copy shall be on a CD-ROM (Thumb drives/Flash Drives are also acceptable).
- e. **Proprietary/Trade Secret/Confidential Information:** All data, materials and documentation originated and prepared for the Department pursuant to this RFI belong exclusively to the Department and shall be subject to public inspection in accordance with the Virginia Freedom of Information Act (FOIA) (Va. Code § 2.2- 3700, et seq.). ***Therefore, organizations should not submit any proprietary, trade secret, or confidential information in their response to any question in this RFI. Organizations are responsible for ensuring this requirement is met and the Department will not be held responsible or liable for release of said material in response to subsequent FOIA requests.***
- f. **Submission and Acceptance of Responses**

The responses should arrive at DMAS no later than **5:00 PM. E.S.T. on Friday, April 15, 2016.** The address for delivery is:

Proposals may be sent by US mail, Federal Express, UPS, etc. to:
RFI 2016-02
Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, VA 23219

Attention: Division of Program Operations

Hand Delivery or Courier to:

RFI 2016-02

Department of Medical Assistance Services

7th Floor DMAS Receptionist

600 East Broad Street

Richmond, VA 23219

Attention: Division of Program Operations

Organizations should check the eVA VBO at <http://www.eva.virginia.gov> for all official postings of addendums or notices regarding this RFI. DMAS also intends to post such notices on the DMAS website at http://www.dmas.virginia.gov/Content_pgs/rfp.aspx, but the eVA VBO is the official posting site that organizations should monitor.

II. RFI – Questions (Please limit your complete response to 10 pages.)

- A. Please describe your approach to providing transportation. How might it differ based on the needs of the member, for example, trips for dialysis versus trips for urgent care?
- B. Describe current and new technology, such as GPS, for tracking a transportation provider's location, contacting a transportation provider while they are enroute to a trip or have Medicaid members in the vehicle, and providing location updates to Members, their caretakers, Facilities or other providers.
- C. Describe your pricing methodology in general. Does it vary for waiver members or other subgroups, or by type of trip?
- D. What is your definition of a high complaint rate? What is your procedure for handling complaints?
- E. How do you measure unfulfilled trips? Late trips? On-time performance? Do standards differ based on the type of trip or the needs of the member?
- F. Please describe your approach to recruiting drivers in high-volume and rural areas, to providing back up drivers, and ensuring that Members are able to keep essential appointments, such as for dialysis, during inclement weather and other similar events.