



**COMMONWEALTH of VIRGINIA**  
**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES**  
600 East Broad Street, Suite 1300  
Richmond, VA 23219

September 22, 2009

**ADDENDUM No. 4 TO VENDORS:**

**Reference Request for Proposal: RFP 2009-03**  
**Dated: August 17, 2009**  
**Due: September 25, 2009**

Clarification to call volumes:

- 1) The total number of PDL inquiries and SA (fax, phone and DDE) were 44,156.
- 2) Addendum 1 added that the volume data detailed in the chart includes requests/inquiries received by telephone, fax and DDE and that Service Authorization call are represented in the PDL category. Correct statement
- 3) Question #24 and answer addresses all inquiries (44,156) and not just telephone calls.
- 4) The 32,519 is only phone calls (the additional 11,637 inquires were by fax or DDE)
- 5) This number (22,041) reflects the actual number of SA requests. There could be more than one contact (phone call, fax, etc) for a given SA.

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

*William D. Sydnor*

William D. Sydnor  
Contract Management Director

Name of Firm: \_\_\_\_\_

Signature and Title: \_\_\_\_\_

Date: \_\_\_\_\_