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| **SOLICITATION AMENDMENT #1** | | |
| **YH 15-0018**  Third Party Eligibility  Verification Services | Solicitation Due Date:  **April 1, 2015**  **3:00 pm Arizona Time** | Procurement Officer:  Melannie Rustein  [Melannie.Rustein@azahcccs.gov](mailto:Melannie.Rustein@azahcccs.gov) |

**A signed copy of this amendment must be submitted with your solicitation response.**

This Solicitation is amended as follows:

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.
2. Attachment A: “WSDL 270/271” is hereby included in this amendment.

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| **OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.** | **THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.** |
| SIGNATURE OF AUTHORIZED INDIVIDUAL: | SIGNATURE:  **SIGNATURE ON FILE** |
| TYPED NAME: | TYPED NAME:  Meggan Harley, CPPO, MSW |
| TITLE: | TITLE:  Procurement and Contracts Manager |
| DATE: | DATE:  March 18, 2015 |

| **Question #** | **Vendor Name** | **Paragraph # or Title** | **Page #** | **Vendor Question** | **AHCCCS Response** |
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| 1. | PassportHealth | 4.6 | 4 | We have looked at the Open Web Application Security Project (OWASP) link provided but it isn’t clear what you want vendors to do in support of this.  Please provide detailed information as to your requirements. | AHCCCS requires all development efforts to be developed in accordance with Open Web Application Security project (OWASP) standards. We focus on the top 10 security vulnerabilities. SQL Injection, Cross-site scripting, cross site request forgery, sensitive data exposure, etc. See site for additional information. |
| 2. | Secure EDI | Best Value to Provider Community | 15 | On page 15 the RFP mentions the following:  “3.1 Best Value to the Provider Community  Provide pricing and subscription information that you would apply to our providers.”  Is it you intention to have doctors pay the vendor for use of Medicaid eligibility services (provided by vendor)? Or will the state of AZ be funding this as a free solution offered to the 55,000 providers in the Medicaid AZ program. In other words, who will be paying to have this solution in place (the state of AZ or the providers of AZ)? | The State of Arizona will not be funding this service on behalf of our providers. The vendor can charge its clients for the services. |
| 3. | Secure EDI | Minimum Qualifications | 15 | On page 15 the RFP mentions the following:  “1.1 The Offeror shall meet CAQH CORE requirements <http://www.caqh.org/CORE_phase1.php>.”  Is it correct to assume you are also looking for CORE phase 2 compliance as well or just minimum compliance set forth in phase 1? | CAQH CORE Phase 1 compliance is required for the RFP. |
| 4. | SoftCare | 7.1 |  | Is AHCCCS looking for a single pipeline for all clearinghouses and providers who want to communicate directly to funnel eligibility requests and responses or is AHCCCS looking for a complete solution hosted in-house to receive eligibility requests from any clearinghouse or provider who wants to go direct, reformat them into the appropriate API, post against AHCCCS’ applications, receive the response back and post to the appropriate clearinghouse/provider? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 5. | SoftCare | 6.1 |  | Is this a standard phrase or is AHCCCS looking for multiple vendors to perform the service? | AHCCCS is interested in looking for multiple contracted vendors to fulfill this service. AHCCCS providers will be able to choose a vendor at their own discretion. |
| 6. | SoftCare | 4.4 |  | At present, AHCCCS does not require provider enrolment are they suggesting that with Real-Time eligibility, they will require enrolment or ae they saying that an Eligibility Request can be sent from a Provider who is not authorized and a AAA rejection will be sent? | If a request is sent from a provider who is not authorized by AHCCCS, the AHCCCS web service will inform the vendor and an appropriate 271 response can be sent. |
| 7. | SoftCare | 7.3.2 |  | Just to confirm that today AHCCCS does not have the ability to receive Real-Time requests for Eligibility? | AHCCCS does not currently accept real time 270 eligibility requests. |
| 8. | TransUnion | 7 | 5 | Has the State already built a real-time eligibility system that is prepared to respond to X12 responses in the real-time? Or does the State need a Contractor who can host their data and respond on their behalf? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 9. | TransUnion | 4.4 | 4 | Does the approval to submit allow for the Contractor’s client to be a clearinghouse or vendor? | A provider can request to have their clearinghouse submit/retrieve the 270/271 on their behalf. |
| 10. | TransUnion | 3.1 | 15 | To what level of specificity does the State require the pricing proposals? Is it acceptable to have a business to business price and a direct provider price? Are price ranges acceptable? | It is acceptable to have a business to business price and a direct provider price and ranges are acceptable. |
| 11. | TransUnion | 7 | 5 | Is the State able to accept EDI and return EDI? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 12. | TransUnion | 3.4 | 11 | For the purpose of this agreement, would a Reseller or business to business client, be considered a subcontractor? | No, our providers, your subscribers or clients, would not be considered sub-contractors. |
| 13. | TransUnion | 8 | 7 | If the vendor can accept AHCCCS’ XML format, would the data and computing fee be applicable? | Yes |
| 14. | TransUnion | 8 | 7 | Are changes currently underway that will permit the implementation of a fee?  If so, what is the anticipate date that fees would be implemented and fee structure desired by AHCCCS? | The fee structure and billing process has not yet been determined. |
| 15. | TransUnion | 4.4 | 4 | What is the vendor’s role in the approval process of trading partners and providers by AHCCCS?  What are the criteria required to be an approved trading partner? | If a request is sent from a provider who is not authorized by AHCCCS, the AHCCCS web service will inform the vendor and an appropriate 271 response can be sent. |
| 16. | TransUnion | 2 | 4 | Will this potentially expand into additional HIPAA Real Time transactions (i.e.; Claims Status Inquiries-276)? | No decision has been made concerning additional real time transactions. |
| 17. | TransUnion | 9.4 | 24/30 | Please provide clarification regarding Termination for Convenience and the Records management Guidelines. Pg. 24, we understand that we would have to provide all records to the State in the event of the contract being terminated. We would like to confirm this would not require us to destroy all copies of data internally after handing over to the state the data requested? If destroying the data internally is the expectation of the vendor or clearinghouse and we are not permitted to retain the data internally for audit purposes this would result in being out of compliance with legislation 42 CFR 422.504 (i)(ii).2 which requires us to retain the data for 10 years post contract termination for auditing. | AHCCCS does not see where a vendor would need to store data internally. Vendors will be using a web service to query AHCCCS data. |
| 18. | Dorado Systems | 7.1-2 | 5 | What sort of availability guarantees are assured in reference to both the state web services and the state’s connection availability? | System availablility is not guaranteed. But it is in the best interest of AHCCCS to have the services available as much as possible. |
| 19. | Dorado Systems | 7.1-2 | 5 | What sort of SLA and/or performance guarantees are made on both the state web services and the state’s connection? | There is no SLA, but it is in the best interest of AHCCCS to have the services available as much as possible. AHCCCS will work with the vendors to ensure that the web services provide adequate response time. |
| 20. | Dorado Systems | 7.1-2 | 5 | What is the average response time of the web service the state provides? | The average response time of the webservice is currently less than 5 seconds. |
| 21. | Dorado Systems | 7.1-2 | 5 | What are the maintenance schedules of the web service the state provides? | Normally scheduled downtime occurs on Sunday mornings between 6:00 AM to 7:00AM Arizona Time. |
| 22. | Dorado Systems | 7.1-2 | 5 | How many concurrent connections can be made to the web service that the state provides? | AHCCCS will negotiate connection volumes with each vendor. |
| 23. | Dorado Systems | 7.2 | 5 | Is it possible to access the states data directly without involving the web service? If so, what are the specifics in which the data is stored in connection, structure, platform, communication interfaces, communication methods, communication parameters etc.? | AHCCCS eligibility data will only be available through AHCCCS provided web services. |
| 24. | Dorado Systems | 7.1-2 | 5 | Can records be cached? If so what is the acceptable percentage on cache hits and misses? What is the desired or acceptable expiration time? | Since eligibility data can change at any time, AHCCCS would prefer that the vendors do not cache data. If caching is needed, AHCCCS will negotiate retention times with the vendor. |
| 25. | Dorado Systems | General |  | Who owns the source and technology stack the solution is built upon after completion of the project? | AHCCCS will retain ownership of the web services and the tehnology stack that it is built on. The Vendor will retain ownership of any source or technology stack they supply. |
| 26 | Emdeon | General | NA | In addition to eligibility verification via real-time v5010 270/271, will AHCCCS continue to support eligibility verification via batch 270/271 transactions? | AHCCCS will continue to support batch 270/271 transactions. |
| 27. | Emdeon | 5.1.2 | 5 | Related to solicitation section 5.1.2, how does AHCCCS define a “valid” transaction? | In Section 5.1.2, a valid transaction would be any properly formatted 270 transaction that results in a request being made to the AHCCCS web services. |
| 28. | Emdeon | 5.1.3 | 5 | Related to solicitation section 5.1.3, how does AHCCCS define an “invalid” transaction? | In Section 5.1.3, an invalid tranasction would be any improperly formatted 270 transaction that does not result in a request being made to the AHCCCS web services. |
| 29. | Emdeon | 7 | 5 | Does AHCCCS have a Web Services Description Language (WSDL) file that vendors will be able to use for real-time 270/271 implementation using AHCCCS’ web service?  If so, may offerors obtain a copy of the file before submitting responses to this solicitation? | The WSDL is available upon request and is subject to change. |
| 30. | NaviNet | N/A | N/A | What would be the business relationship between AHCCCS and the vendor? How would AHCCCS help the vendor sell and market the requested solution to providers? | The Vendor would be a business partner of AHCCCS allowing for the interaction and safeguarding of PHI data.  AHCCCS may provide a list of Eligibility vendors but will not endorse or in any way assist individual vendors in marketing their services. |
| 31. | NaviNet | N/A | N/A | Is there an established timeline for making a solution available to providers? | A timeline has not been established at this time. |
| 32. | NaviNet | N/A | N/A | May NaviNet see samples of the EDI 271 response message for both Managed Medicaid and Fee-For Service benefits? Please see attached ‘EDI Analysis 271 Format Guide.pdf’ for details on preparing and sending this information to NaviNet. | The WSDL is available upon request and is subject to change. |
| 33. | NaviNet | 1 | 4 | May NaviNet receive the list of Tax ID’s (TINs) corresponding to the list of 55,000 contracted providers to whom we would deploy the solution? This would allow us to assess how many AHCCCS providers already participate in the NaviNet network? Please see attached ‘TIN Match Format Guide.pdf’ for details on preparing and sending this information to NaviNet. | AHCCCS does not plan to provide this information. |
| 34. | NaviNet | 2 | 4 | Does AHCCCS have an EDI gateway in place to support transport of270/271 message communications? Or is development of an EDI gateway part of this project? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 35. | NaviNet | 4.1, 7.2, 7.3 | 4-5 | It is our assumption that the eligibility verification application will be a web-based application, supporting real-time data exchange. Please confirm. Also, please clarify the expected format of the eligibility call. Section 4.1 states that vendor must use real-time v5010 270/271, section 7.2 states that AHCCCS prefers that their proprietary XML be used, and section 7.3 provides statistics related to batch volume, making no reference to real-time; Does this mean that there is no real-time process yet, but that is the first choice for AHCCCS? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 36. | NaviNet | 5.1 | 5 | What is the definition of a unique provider, for the purposes of reporting? (eg. by NPI, TIN, or some other proprietary ID?). Is this provider a business or an individual caregiver? | NPI or AHCCCS Provider ID for a provider organization. |
| 37. | NaviNet | 7.3.7 | 7 | Search input clarification - Is “AHCCCS ID” a proprietary provider or member ID? | AHCCCS-ID is a proprietary member ID. |
| 38. | NaviNet | 7.3.7 | 7 | Search input clarification - Is SSN used instead of an AHCCCS-assigned member ID? | The allowed member search criteria is outlined in section 7.3.7 |
| 39. | NaviNet | 7.3.7 | 7 | Search input clarification - Is the Medicaid Claim Number a number that is assigned to the provider or number for identification purposes when submitting claims to AHCCCS, or is it the number assigned to a specific claim, which can be used to tie back to a member to return eligibility information? | Medicaid claim number is not included in the search criteria.  Medicare claim number is a unique member identifier assigned by Medicare. |
| 40. | NaviNet | 8 | 7 | What are the fees AHCCCS might charge NaviNet for computing time and expenses? Is there an expected range? | The fee structure and billing process has not yet been determined |
| 41. | NaviNet | 3.9 | 12 | What counts as “indirect” or “overhead” services that are incidental to the performance of the contract? What specific processes cannot be off-shored? | This term is a standard mandatory term used in all State of Arizona contracts, regardless of the type of service. AHCCCS does not maintain a list of specific services that fall into either catetory. |
| 42. | NaviNet | 3.8, 17; ownership of intellectual property, ownership of information and data | 19,29 | What is the difference between proprietary software (which “shall not be subject to the ownership of licensing provisions” (17.1)) and software developed under contract (which is “work for hire” and ultimately considered the property of the state of AZ (3.8))? Who is the “general public”? | This term is a standard mandatory term used in all State of Arizona contracts, and meant to cover a variety of situations. AHCCCS does not anticipate any proprietary software being developed by the vendor in conjunction with this contract. |
| 43. | Edifecs, Inc. | 4.2 | 4 | “The Contractor shall implement the solution for no cost to AHCCCS. The Contractor may charge fees, to be prior approved by AHCCCS, to its clients.”  Please clarify. Does this mean that these MCO's <https://azweb.statemedicaid.us/HealthPlanLinksNet/HPLinks.aspx> have to bear the cost of the solution that the Bidders are proposing? | AHCCCS is anticipating that the vendor would contract directly with the Providers, not with the MCOs. |
| 44. | Edifecs, Inc. | Scope of Work | 4 | How many MMIS contractors does AHCCCS have currently? | AHCCCS maintains and operates its MMIS internally. |
| 45. | Edifecs, Inc. | Scope of Work | 4 | Does AHCCCS currently allow eligibility transactions to be submitted in real-time? If yes, then what is the process and who manages it for the State? | AHCCCS does not currently accept real time 270 eligibility requests. |
| 46. | Edifecs, Inc. | Scope of Work | 4 | Based on our understanding of the RFP, MCOs are submitting the eligibility transaction to the backend MMIS system in XML and receiving an XML response - who does the mapping from 270 and to 271? | AHCCCS is looking for vendor(s) who can receive the 270 request from a provider, collect the eligibility data from AHCCCS using AHCCCS provided web services and format the 271 response to the requestor. |
| 47. | Edifecs, Inc. | Scope of Work | 4 | AHCCCS has included a link for OR phase-1 in qualifying criteria? How about phase-2 requirements for eligibility verification? Is AHCCCS’s backend MMIS compliant with phase-2 requirements (i.e. does AHCCCS support additional service types required by phase-2? | Only phase 1, real time 270/271, is being addressed by this RFP at this time. |
| 48. | Edifecs, Inc. | Scope of Work | 4 | How does AHCCCS do batch eligibility processing today? Is AHCCCS fully compliant for batch? | AHCCCS accepts batch 270 transactions from authorized providers. |
| 49. | Edifecs, Inc. | Scope of Work | 4 | How does the AHCCCS do claim status inquiries today? Is AHCCCS fully compliant for batch? | AHCCCS does exchange the batch 276/277 transactions |
| 50. | Edifecs, Inc. | 7.1 | 5 | Regarding connectivity, “Eligibility verification will be performed using web services provided by the State.”  Are these CORE compliant? | The data collected and returned via the web services is CORE compliant. |