AHCCCS
Arizona Health Care Cost Containment System

SOLICITATION AMENDMENT #1		
YH24-0041 **H2O Program Administrator RFP**	Solicitation Due Date: **May 1, 2024** **3:00 pm Arizona Time**	Procurement Officer: Meggan LaPorte Email: procurement@azahcccs.gov

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

This Solicitation is amended as follows:
The attached Answers to Questions are incorporated as part of this solicitation amendment.

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: Diana Policky	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: Interim Chief Executive Officer	TITLE: Chief Procurement Officer
DATE:	DATE: February 28, 2024

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1.	Solari	Section 1	4	Could you provide more detail on the provider enrollment process and requirements for H2O providers?	The H2O provider enrollment process will involve two primary phases; AHCCCS enrollment through APEP followed by direct contract and enrollment with the H2O-PA. The H2O-PA will define and document their own process to complete the enrollment and contract with a provider once approved by AHCCCS with a signed Provider Participating Agreement (PPA). All H2O service providers, enhanced shelters, and the Statewide Housing Administrator will be required to first enroll with AHCCCS in order to qualify as a valid provider to contract with the H2O-PA. The housing providers (landlords and property owners) will contract directly through the Statewide Housing Administrator (SHA) and not be required to enroll as AHCCCS providers. The SHA will directly contract with the H2O-PA, who will have oversight of the SHA and it's processes. As part of the H2O provider network development, AHCCCS expects the H2O-PA to perform outreach and education to potential providers, agencies, and organizations to solicit their enrollment into H2O. This outreach and education should include pre-screening the providers to assess qualification, readiness and ability and then guiding the entity to the AHCCCS provider enrollment process through APEP to initiate onboarding.
2.	Solari	Section 3.1.1	7	How many providers are anticipated to be included in the H2O provider services network? What is the anticipated onboarding cadence?	AHCCCS anticipates that many of the approximately 12-15 current SMI service providers may choose to expand their services and be the first to onboard as H2O service providers. In addition, there has been healthy interest from other social service organizations, municipalities, and faith-based organizations who currently interact with or have an interest in addressing the needs of the homeless population. AHCCCS does not have clear insight to the expected cadence and growth of the provider network beyond the first stage of existing SMI service providers; however, a conservative estimate of 20-30 additional providers could be achievable through the 6-12 months of the program.
3.	Solari	Section 3.1.1	7	Will the H2O TPA be responsible for onboarding providers that the Statewide Housing Coordinator coordinates	No. The Statewide Housing Administrator will continue to manage housing providers (landlords and property owners) with all applications, payments, and coordination going through the SHA. The H2O-PA will be expected to

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				services for?	contract with the SHA and provide administrative oversight.
4.	Solari	Section 3.1.1	7	Will the H2O TPA make payments for the services coordinated by the Statewide Housing Administrator?	No. The H2O-PA will send the full payment for all tenancy subsidies through the SHA. The SHA will be responsible for disbursing those funds to the landlord and property owners.
5.	Solari	Section 3.1.2	7	The description of training in 3.1.2 is broad. Is it the intention that training be for the general delivery of the services contemplated in the RFP and the submission of claims? It is not the intention for the H2O-TPA to build technical requirements around homeless services. Example: it wouldn't be the responsibility of the H2O-TPA to design and monitor the development of an enhanced shelter.	The H2O-PA is expected to provide general and tailored training to ensure that H2O providers are compliant with AHCCCS policies and are administrating services in accordance with the H2O program policies and outcomes. The H2O-PA will not be responsible for building the technical details around the development of enhanced shelters; however, the H2O-PA will be responsible for inspecting and monitoring compliance of enhanced shelters. AHCCCS expects the H2O-PA to understand the training needs of potential and enrolled providers through outreach and continued education to ensure adequate network coverage and sustainable practices. This should include identifying and training providers on innovative service delivery techniques, models, and processes.
6.	Solari	Section 3.1.3	7	"The Contractor shall ensure that the H2O provider initiates H2O HRSN services focused on housing stability and income stability immediately upon receipt of a referral through the Contractor." It is unclear how the H2O TPA would be receiving referrals to coordinate with H2O providers. How does AHCCCS anticipate the general public contacting H2O-TPA directly outside of a H2O Housing Provider?	Section 3.1.3 speaks to the H2O service provider assignment process. Eligibility determination will be driven by AHCCCS and delivered to the H2O-PA through a potential eligibles file. Once the member is referred to the H2O-PA as a potential enrollee by AHCCCS and completes the homeless verification process through the H2O-PA, the selection/assignment of the member to the H2O service provider will occur. The H2O-PA will be responsible for ensuring all member assignments to H2O service providers result in the appropriate service delivery.

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7.	Solari	Section 3.1.3.1	8	In rural areas of the state, identifying Street Outreach and Engagement providers may be significantly limited or impossible and capacity building efforts may be necessary. What responsibilities would the H2O TPA have in working with CoCs or other entities to support that capacity building?	AHCCCS expects the H2O-PA to be fully responsible for the development of a provider network in support of H2O. This includes working with CoCs and other community agencies and organizations to build adequate provider access within rural communities.
8.	Solari	Section 3.1.3.7	9	Contacting eligible members to connect members to H2O services providers to initiate services may prove difficult for this population. The language isn't clear on what constitutes connecting a member with a H2O service provider. Is it adequate to send letters and make phone call attempts within set time periods?	The eligibility verification, enrollment and onboarding process of H2O members will be performed and overseen by the H2O-PA. The weekly member eligibility potential file sent to the H2O-PA will contain the health plan or RBHA/TRBHA assignment of the member. The H2O-PA will be responsible for contacting the health plan/RBHA/TRBHA to obtain the behavioral health home (BHH) or case management assignment of the SMI member. The H2O-PA will then be responsible for initiating the Housing Verification Letter (HVL) process through the SMI case manager of the member. If the case manager reports non-contact of a member, then the H2O-PA will be responsible for assigning an outreach provider in the GSA to attempt to track down the member and facilitate the completion of the HVL. The H2O-PA will then work with the SMI case manager to help the enrolling member choose an H2O service provider. If both the outreach provider and the SMI case manager are unable to contact and verify the member, then the member will be classified as declined for the H2O program at that time. At the time of H2O service provider assignment (after the HVL and enrollment), the H2O-PA must notify the service provider of the member assignment and receive verification from the H2O service provider within the SLA period that the member has been contacted and onboarded to services. The H2O-PA will utilize the SMI case manager and the outreach provider as necessary in order to communicate with the potential enrollee utilizing any communication means necessary to reach the member. This communication and outreach process should not be defined by minimum necessary contact, but instead be a reasonable and complete attempt to reach the member to assist with enrollment.

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9.	Solari	Section 3.2	10	What is the anticipated timeframe for conducting review and outreach of the currently eligible 13,000-15,000 members? Is there a triage or prioritization for the 13,000-15,000 members? Will newly eligible members need to wait for review until the backlog review is completed?	AHCCCS anticipates that it could take upwards of six months for the H2O-PA to complete the outreach and enrollment of the currently eligible members who will be sent on the initial potential enrollment file. AHCCCS will work with the H2O-PA to ensure there is adequate time to meet an agreeable completion date to enroll members from the initial population. The priority will be the complete and accurate fulfillment of the eligibility verification and enrollment process for each member while maintaining a sense of urgency and accuracy throughout this initial wave of members. AHCCCS recommends that the H2O-PA create an organizational process for the first potential file that will allow it to do broad assessments to organize and categorize members for further contact, triage, and prioritization. The H2O-PA will receive the Health Plan/RBHA/TRBHA information about the member in the potential eligible file. The recommendation is that the H2O-PA prioritize obtaining the SMI BHH/Case Management assignment for all the members from each Health Plan/RBHA/TRBHA and then organizing those members for contact and outreach according to their SMI BHH/Case Management Assignment. Once outreach begins through the BHH and case managers, AHCCCS recommends a triage priority that begins with the following critical targeted groups: • SMI members already on a housing waiting list • SMI members who are deemed non-contact by their BHH and are thus at highest risk for continued homelessness • SMI members who are leaving incarceration • SMI members with higher priority critical health needs Further triage priority for member outreach can be discussed during the readiness phase after contract award. AHCCCS recommends that the continuing weekly potential members be triaged in the same manner as the initial wave of potential members through

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					the initial contact phases and then added into the triage priority list based upon classification.
10.	Solari	Section 3.2	10	What is the estimated number of newly eligible members each month?	AHCCCS is currently running data analysis on the eligible populations to determine the estimated new members per month. It is unclear the anticipated growth at this time, proposals should plan on a 1% growth until further evidence is gathered.
11.	Solari	Section 4.1	17	Can a single individual fulfill multiple of these Key Personnel? Example: The tasks associated with the Contract Compliance Officer and Corporate Compliance Officer could be completed by the same individual.	AHCCCS is open to proposals of combined roles where the combined roles complement one another or can clearly be defined in scope within a single individual.
12.	Solari	Exhibit A, 8.2	5	In a phased approach, what services would AHCCCS consider to be minimum viable product on 10/1/2024? What would be an appropriate length of time for a phased approach?	AHCCCS considers the following responsibilities and components of the H2O-PA contract to be crucial at the start of the program to ensure overall program success and timely delivery of early program goals: • Technology, processes, and staffing in support of member outreach and enrollment. • Provider network planning and procedures (including technology, processes, and staffing in support of provider contracts, technical support, and member assignment to providers). • Operational plan, procedures, and manuals • Security procedures and plans The financial processing (invoices, claims, payments) will be required at the earliest point of service engagement and provider billing which is potentially 30-60 days after the start of the program. All requirements must be met in a phased approach by 12/31/2024 (90 days after program start). All phased approaches must demonstrate how delayed phases impact the

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					overall program and must not impede the capture and reporting of program outcomes.
13.	Solari	Exhibit A, 9.2	5-6	If some of these positions would be new for the organization, can the organization submit a job description for the personnel?	Yes, that would be acceptable
14	Solari	Exhibit B, Billing Claims	CLM-0007	Is there specific information around the required billing data for the HUD table?	AHCCCS is in the process of establishing procedures for billing requirements for H2O interventions. Once complete they will be defined in the FFS Billing Manual and relevant policies. For the short-term rental assistance, billing requirements will resemble those currently in place with the Statewide Housing Administrator. All claims for short-term rental assistance will need to include a current lease, Housing Assistance Payment (HAP) contract, and be submitted using the X12 837P EDI transaction. The SHA will be responsible for maintaining records for determining tenant income, verifying the unit meets housing quality standards, rent reasonableness, etc. The H2O-PA will be required to verify the appropriate documentation is on file for all claim submissions. These details will be further defined in the FFS Billing Manual. The SHA will ensure the H2O-PA and AHCCCS have access to the records during monitoring.
15.	Solari	Exhibit B, Billing Claims	CLM-0009	Are the per diem rates for these services currently available?	No. The rates are expected to be completed and published at some point in the second quarter of 2024.
16.	Solari	Exhibit B, Billing Claims	CLM-0012	Are program limits annual or lifetime? Is a copy of a benefit plan available?	The program limits are lifetime at this point. The CMS demonstration waiver is approved for five years and the program limits are in effect through the approval period. Any extension or expansion of limits will be addressed at the time of the CMS demonstration waiver update.
17.	Unite Us	Provide Data Analytics and Evaluation	15	"...overall program health and status based upon key performance indicators (KPIs) and AHCCCS identified metrics" Are you able to expand on the specific KPIs/metrics you desire to be displayed	The daily dashboard is intended to provide AHCCCS leadership with an anytime view of the H2O program health. The KPIs will need to support evidence of meeting program outcomes and member service needs. Reporting should focus on metrics such as the following: • member counts categorized different enrollment or service status • Provider network and utilization counts by provider category and GSA

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				in the dashboard?	• Shelter capacity and utilization • Housing wait list counts • Status on program outcomes * The H2O-PA should identify other key metrics that highlight program performance.
18.	Unite Us	Establishing and Verifying Member Eligibility for H2O Services, following AHCCCS Guidelines	9	"The TPA would be the single point of contact that providers will work with when validating H2O eligibility, and will communicate verified member eligibility with physical and behavioral health providers, Managed Care Organizations (MCOs), and H2O providers. The member's eligibility will be flagged in the internal AHCCCS PMMIS system." Could you please clarify how eligibility will be determined?	The eligibility for H2O services is qualified by a member who becomes "enrolled" in the H2O program. AHCCCS will pre-determine members who may be eligible to participate in H2O and send those potential members to the H2O-PA on a weekly file. Once the H2O-PA has processed the Housing Verification Letter and required documentation to verify eligibility, then the member qualifies for an H2O service provider assignment and resources. H2O service providers, enhanced shelters, and the SHA will need to verify that a member is enrolled (eligible for H2O services) through the H2O-PA prior to engaging the member and billing for services.
19.	Unite Us	Claims System	13	"AHCCCS will require validation of service received and submission of claims in order to track utilization and member receipt of the service. This will include prior authorization processing for identified services." Will prior authorization be required from MCOs or the TPA?	Prior Authorization will only be required under certain circumstances where an SMI member is receiving services under a Fee-For-Service Tribal plan that requires prior authorization for all services. The H2O-PA will be required to receive, process, and manage utilization against the prior authorization for these special cases. In all other instances where a member is enrolled in a health plan/RBHA/TRBHA for integrated care, a prior authorization will not be required for the H2O-PA to manage billing, payment, and utilization of H2O services.
20.	Unite Us	Claims Processing	13	"The Contractor shall be responsible for the disbursement, tracking, recoupment, and reconciliation of all invoice payments to H2O providers upon receipt of payment from AHCCCS	All H2O providers (service providers, enhanced shelters, and the state housing administrator on behalf of landlords) will submit invoices to the H2O-PA. The H2O-PA will edit/audit the invoices and convert valid invoices into X12 claims that will be submitted by the H2O-PA to AHCCCS. The only exception will be the outreach and education providers that will have their

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				for submitted claims." Could you please provide more clarity on the flow of money between the Contractor, AHCCCS, and the H2O providers?	invoices forwarded to AHCCCS for payment based upon payment methodology. The H2O-PA will act as the fiscal agent for all H2O payments and receive payment from AHCCCS through the AZ360 Arizona ADOA financial system. The H2O-PA will then be required to disburse all payments to providers based upon submitted invoices/claims. AHCCCS will provide a remittance advice with the payment to the H2O with payment details after each financial cycle.
21.	Unite Us	Transitional Housing/ Apartment or Rental Unit	8	To what extent does AHCCCS desire the Statewide Housing Administrator (SHA) to lead/manage the housing process and tenancy care coordination?	The Statewide Housing Administrator will lead/manage the short-term rental assistance, one-time move in transition costs, home remediation and modification interventions. The H2O-PA will lead/manage the outreach and education, enhanced shelter, and pre-tenancy/tenancy support services through their contracted providers. The H2O-PA will be responsible for oversight of the program in its entirety, this includes ensuring proper housing care coordination amongst the H2O Providers, Enhanced Shelter, and Statewide Housing Administrator.
22.	Valley of the Sun YMCA			Does the applicant have to be an AHCCCS provider? If so, is there a required provider type? a. It seems the applicant is required to be a managed care organization, to have access to member data to complete required activities. If the applicant is not a managed care organization, how will they get access to information to complete required activities?	The H2O-PA bidder does not need to be an AHCCCS provider in order to bid and be awarded the contract. The H2O-PA will be expected to maintain systems that can exchange data with AHCCCS and other key stakeholders in support of program activities and outcomes. The H2O-PA will not be considered a managed care organization or be responsible for any integrated care activities outside of the housing benefits outlined in the H2O demonstration waiver program.
23.	Valley of the Sun YMCA			Can the applicant be an H2O AHCCCS provider of services, and submit claims on behalf of themselves?	No, the H2O-PA and statewide housing administrator are distinct contract roles that cannot be a provider of H2O services outside of their defined roles of oversight and administration.

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24.	Valley of the Sun YMCA			What is the total amount of funds budgeted annually for H2O services? a. Are budgeted funds provided to the H2O administrator in advance, for disbursement to providers? If invoices are required from providers before AHCCCS releases funds to the administrator it may delay payment to providers and create barriers to participation for community-based organizations who want to get involved. b. Are H2O provider reimbursement rates set? If so, what are the rates?	Annual Housing Services Budget $96,351,000 H2O Program service delivery and payment will work in a modified fee-for-service claims billing model with the H2O-PA acting as the fiscal agent that receives invoices from non-standard providers, converts the invoices to X12 EDI claims submitted to AHCCCS, and then receives corresponding funding to disburse to providers. Please review the H2O Final Protocol, Implementation Plan, and H2O-PA Requirements Traceability Matrix for further details. The H2O program will not work on advanced budgeting and payment through the H2O-PA. Reimbursement rates for H2O services are still being finalized and are due to be published in the second quarter of 2024.
25.	Valley of the Sun YMCA			Is there a goal, how many providers to recruit for H2O services?	The goal is to have adequate service providers across all geographic service areas to meet program outcomes. A key goal will be sufficient providers at all stages supporting the enrollment and support (outreach, shelter, pre-tenancy, tenancy, placement) of all homeless SMI members who cooperate with program to reach sustainable long term housing.
26.	Valley of the Sun YMCA			For the required positions to hire, are there additional qualification requirements for each position?	AHCCCS has not identified additional qualifications at this time for key positions and defined roles. Overall, AHCCCS expects the H2O-PA to hire and train staff in key knowledge and activities surrounding the assessment and delivery of HRSN services and specifically housing related support.
27.	Valley of the Sun YMCA			Concerned that the RFP states that AHCCCS can immediately terminate contract. Are there steps AHCCCS takes to resolve grievance before termination?	AHCCCS details the Contractual Remedies in YH24-0041 H20 Program Administrator Document Special Terms and Conditions page 36 Paragraph 5 (Contract Cancellation Immediate) and paragraph 6 (Contract Cancellation Minimum 10 days), as well as in the Uniform Terms and Conditions, Section 8 (Contractual Remedies) on page 61. Cancellation of a contract is a last resort

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					effort that is typically preceded by an escalation process wherein the contractor is informed in writing of the issues and given adequate time to cure deficiencies. Immediate cancellation of a contract is rare and reserved for extreme circumstances.
28.	Valley of the Sun YMCA			RFP states the administrator is responsible for disbursing payment to providers, for tracking outcomes.. technology solutions are implied. What technology solutions for which functions does AHCCCS provide and require, and what technology solutions for which functions does the applicant have to provide?	The H2O-PA will be responsible for all technology solutions supporting the specific responsibilities of the H2O-PA. This includes all technologies supporting invoice to claims translation, payment administration to providers, H2O provider management, H2O service utilization management, and H2O member services management.