

	<b>SOLICITATION AMENDMENT #1</b>		AHCCCS Arizona Health Care Cost Containment System
	SOLICITATION NO.: YH14-0003 Solicitation Due Date: December 17, 2013, 3:00 PM	PAGE 1 OF 16	701 East Jefferson, MD 5700 Phoenix, Arizona 85034

Procurement Officer: Jennifer Roberts

E-mail: Jennifer.Roberts@azahcccs.gov

**A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.**

- A. The solicitation due date is hereby extended seven (7) working days to **Tuesday, December 17, 2013 at 3:00 pm** Arizona Time.
- B. 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 this 20 <sup>th</sup> day of November, 2013, in Phoenix, Arizona.
Signature	Date	
		<b>Signature on File</b>
Typed Name and Title		Meggan Harley, CPPO, MSW
		Procurement and Contracts Manager
Name of Company		



## QUESTIONS FROM OFFERORS

SOLICITATION NO.: YH14-0003

**AHCCCS**

**Arizona Health Care  
Cost Containment  
System**

### EXTERNAL QUALITY REVIEW ORGANIZATIONS (EQRO)

Proposals are due no later than  
TUESDAY, DECEMBER 17, 2013 at 3:00 P.M. Arizona time.

Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
1.	Health Services Advisory Group, Inc. (HSAG)	Scope of Work	1. AHCCCS Overview	4	Please confirm whether the following numbers of MCOs will be submitting PIPs for validation, as listed on the AHCCCS Web site: 11 Acute Care 4 LTC 6 RBHAs 4 TRBHAs Total number of plans: 25	EQRO work would focus on the 11 Acute-care contractors, the four Long Term Care contractors, and the Behavioral Health contractor - Division of Behavioral Health Services (DBHS) - which subcontracts work to the Tribal/Regional Behavioral Health Authorities (T/RBHAs). Total number of plans is 16.
2.	HSAG	Scope of Work	6. Standards/ Contract Requirements  8. Reporting Requirements  9. Acceptance of Work	5 and 12	The Special Instructions to Offerors (pg. 23, 3.1.1) says to submit a proposal to “demonstrate the ability to satisfy the Scope of Work”. Paragraphs 6, 8, and 9 are within the Scope of Work section, but not listed on the Offeror’s Checklist (Exhibit B) as a submission requirement. Should the Offeror write to these sections in the narrative response or can it be assumed that in signing the “Offer and Acceptance” page the Offeror has agreed to comply with all requirements in paragraphs 6, 8, and 9?	The Offeror’s Checklist, Exhibit B, includes “Written Narrative” under “Method of Approach” for Requirement #6. The Written Narrative must demonstrate how your organization will perform all services identified in the Scope of Work. Yes, please respond to paragraphs 6, 8, and 9, as well as all areas of the Scope of Work, in your Written Narrative.
3.	HSAG	Scope of Work	7. Scope of Services	6	Starting on page 6, and for each mandatory and optional activity listed in this section (e.g., 7.1.1.5 for PIPs), there is a statement of scope that includes “submit a work plan for...prior to implementation”. Does AHCCCS expect that a draft work plan for each task in the Scope of Work be submitted with the Offeror’s proposal? If so,	7.1.1.5 should read “Submit a work plan for the validation of the performance improvement project (PIP) to AHCCCS for review and approval prior to implementation.” Basically, the vendor should be willing and able to provide a work plan for the PIP validation process that outlines the work to be done from the beginning to the end



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					does AHCCCS have a preferred template for work plan submission? Is it a timeline, Gantt chart, resource plan, etc.?	related to this aspect of the request.
4.	HSAG	Scope of Work	7.1.1 The Analysis and Evaluation of the Agency's Validation of Performance Improvement Projects	6	How many PIPs per MCO (or total number of PIPs) will be submitted annually for validation by AHCCCS and for inclusion in the Offeror's analysis and evaluation?	At this time, it is anticipated that there will be one PIP per MCO submitted annually for validation. However, this may change from year to year.
5.	HSAG	Scope of Work	7.1.2 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	6	Please clarify whether the MCOs included in this activity are only the 11 plans contracted for the AHCCCS Acute Population. Does the activity also include measure validation for the ALTCS Program Contractors and for the behavioral health RBHAs and TRBHAs? Please clarify whether plans contracted for the KidsCare population are included in this activity.	All MCOs are included in this requirement. For a complete list/count, please reference question #1 above.
6.	HSAG	Scope of Work	7.1.2.2 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	7	Does AHCCCS anticipate that the Offeror will: (1) provide technical assistance to AHCCCS while it validates the MCOs' procedure in calculating the performance measure, or (2) conduct performance measure validation at the individual health plans (e.g., HEDIS audit)?	1. Technical assistance may be included as part of the feedback loop from the evaluation; however, it is not a standard request. 2. Validations will not occur at the individual health plans.



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7.	HSAG	Scope of Work	7.1.2.2 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	7	Please confirm that the BBA mandatory performance measures referenced in the RFP are the same as the list of Acute-Care Contractor Performance Measures for CYE 2014 posted on the AHCCCS Web site: <a href="http://www.azahcccs.gov/reporting/quality/performanceasures.aspx">http://www.azahcccs.gov/reporting/quality/performanceasures.aspx</a>	Yes, they are the same.
8.	HSAG	Scope of Work	7.1.2.2 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	7	Please provide additional information as to whether AHCCCS expects the Offeror to conduct the validation of performance measures during the typical HEDIS season determined by NCQA (i.e., December to July).	AHCCCS performance measures are based on Contract (Federal Fiscal) Year, which is October through September.
9.	HSAG	Scope of Work	7.1.2.3 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	7	Please provide additional information as to whether the MCOs are expected to report audited performance measure rates to AHCCCS and/or NCQA.	This is not a current requirement.
10.	HSAG	Scope of Work	7.1.2.4 The Analysis and Evaluation of the Agency's	7	Since this activity focuses on validating performance measures, please clarify if the methodologies the Offeror validates are related to performance measure calculation and	Both elements should be included in the performance improvement project process. The Offeror should be able to evaluate the data collection methodology as well as validate the



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			Validation of MCO Performance Measures		reporting rather than performance improvement.	improvement data supplied by AHCCCS.
11.	HSAG	Scope of Work	7.1.2.4 The Analysis and Evaluation of the Agency's Validation of MCO Performance Measures	7	Since CMS has published a protocol for validating performance measures for the EQRO, please clarify if the methodology the Offeror develops should align with the CMS protocol.	Yes it should.
12.	HSAG	Scope of Work	7.1.4 Provide All Information and Documentation related to the External Quality Review Process	8	Please confirm that all results from the validation of performance measures activity should be included in the detailed technical report and no other deliverable is expected from AHCCCS. Please also provide additional information on when the Offeror should submit the technical report to AHCCCS.	All information should be included in the detailed technical report. The technical report should be submitted to AHCCCS by March 31 of each year and be representative of the previous Contract year's work.
13.	HSAG	Scope of Work	7.1.4. Provide All Information and Documentation related to the External Quality Review Process	8	The RFP requires a comprehensive report "by line of business." Please verify whether AHCCCS requires three (3) separate reports: one each for Acute, Long Term Care, and Behavioral Health, as described in the AHCCCS Overview section on page 4.	There will be four separate reports each year: an Acute-care report (excluding Children's Rehabilitative Services - CRS), a Long Term Care report, a Behavioral Health report, and a CRS report.
14.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All	8	In developing the template for the reports, will AHCCCS want the EQRO to follow the CMS	AHCCCS is fine with following the CMS Protocol for the elements that the vendor is being asked



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			Information and Documentation related to the External Review Process		Protocol as described in the 2012 CMS Toolkit for States? If not, please specify the format/template (i.e., required sections) that AHCCCS will request the EQRO to use.	to evaluate.
15.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentation related to the External Review Process	8	What data and information will AHCCCS make available to the EQRO to ensure that the EQRO has all relevant and validated information to completely and accurately prepare the EQR annual reports?	Standard elements include annual plans, performance measure and PIP data tables, documentation of work with Contractors, etc. Needed elements can be discussed in detail at EQRO planning meetings after Contract award.
16.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentation related to the External Review Process	8	How will AHCCCS provide to the EQRO the MCOs'/Contractors' key performance data (e.g., final, complete, and vetted/accurate) and all other key documentation sufficient for the EQRO to assess and report MCO/PIHP performance and present EQRO recommendations to improve performance when preparing the draft and final reports?	Data will be provided via the AHCCCS secure file transfer site. Vendors will be required to set up an account with the AHCCCS security team and will then be able to access the information.
17.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentation related to the	8	Will AHCCCS require the EQRO to produce 508 readability-compliant reports?	Yes.



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			External Review Process			
18.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentation related to the External Review Process	8	Does AHCCCS have preferences for how information and data are presented in the reports (tables, graphs, etc.)?	There is no preference; however, AHCCCS expects that information and data to be presented in a reader-friendly format that is can be understood by all AHCCCS stakeholders.
19.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentation related to the External Review Process	8	As prior EQR reports for Contractors have included examples of MCO best and emerging practices, will the documentation AHCCCS provides to the EQRO include AHCCCS' assessment and examples of each MCO's/PIHP's best and emerging practices in addition to those that the EQRO will identify from its review of the MCO/PIHP documentation?	Yes, AHCCCS will provide this information if it is available.
20.	HSAG	Scope of Work	7.1.4.1 & 2. Provide All Information and Documentat-ion related to the External Review Process	8	As prior reports for Contractors have also included examples of MCO initiatives and actions taken to improve performance as a result of prior year required actions and recommendations, will AHCCCS make available to the EQRO documentation that describes the improvement initiatives the MCOs/PIHPs took and any results of those actions?	Yes, this information will be available to the EQRO.



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21.	HSAG	Scope of Work	7.1.3.1.-5. The Analysis and Evaluation of the Agency's Validation of MCO Compliance With Standards	7-8	<p>Is it accurate that AHCCCS will conduct the annual reviews (desk review of documents and on-site reviews of the MCOs' compliance) and that the EQRO will work with AHCCCS in developing the review tool and processes or review and provide feedback on AHCCCS-proposed tools/processes?</p> <p>If yes, is AHCCCS requesting that the EQRO assist AHCCCS in validating the methodology, tools, etc., that AHCCCS uses to assess MCO compliance with standards?</p> <p>If no, please clarify the role of the EQRO in conducting the actual reviews and the associated activities and deliverables for this activity.</p> <p>What model or schedule does AHCCCS anticipate it will use for the reviews (e.g., full or partial review annually, or other)?</p>	AHCCCS will conduct the review of all MCO documents as well as their on-site reviews. The schedule is not yet finalized; however, it will meet the requirements outlined in the BBA. At this time, it is expected that the vendor will validate that all elements reviewed by AHCCCS meet the requirements set forth in the BBA. If there are suggestions for improvement, such as desired; however, the EQRO will not have a regular role in assisting in the review of tool or methodology development.
22.	HSAG	Scope of Work	7.2 Optional Activities and 7.2.5 Conduct Studies on Quality	8 and 11	Paragraph 7.2 of the RFP states that AHCCCS may elect to utilize the EQRO to either conduct or validate methodologies, procedures/processes, and/or results. Can AHCCCS provide further information regarding the Offeror's role in conducting studies on quality?	There is nothing planned at this time; however, the Agency would like to have the opportunity to use the EQRO for validation processes should the need arise.
23.	HSAG	Scope of Work	7.2 Optional Activities	8	Does AHCCCS anticipate receipt of cost information for optional tasks listed within the Scope of Work in section 7.2, or will the Offeror be asked to provide cost details at a later time?	The hourly pricing an Offeror proposes on the Pricing Schedule, Exhibit A, applies to all services provided in the Scope of Work, including Optional Activities.





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24.	HSAG	Scope of Work/Pricing Instructions	7.2 Optional Activities / 1. Pricing	9 and 13	If the Offeror needs to subcontract a component of survey administration, how will the subcontract costs be billed to AHCCCS?	The awarded Contractor would invoice AHCCCS. Subcontractors must be approved by AHCCCS and the "Subcontract shall incorporate by reference the terms and conditions of this contract" per the Uniform Terms and Conditions, Section 5.2, page 30. AHCCCS does not participate in an invoicing relationship between the Contractor and their subcontractor.
25.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Is the Offeror expected to conform to existing AHCCCS encounter data validation (EDV) frequency and methods or propose an alternate approach? If the Offeror is expected to follow the existing EDV protocol, what are AHCCCS' expectations regarding the frequency and scope of the EDV?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
26.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	What are AHCCCS' expectations regarding the lines of business, number of Contractors, number of claim types, and encounter data elements for which encounter data will be validated?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
27.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Will the EDV be limited to the types of claims currently validated, or should the Offeror propose alternative approaches to identifying claims for validation?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
28.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Will Contractors submit encounter data directly to the Offeror, or will data for the Contractors and AHCCCS be provided by AHCCCS? Please describe the frequency, format/layout, volume,	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.



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					and extent of data submitted to the Offeror.	
29.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Please specify how frequently the Contractors are contractually required to submit encounter data to AHCCCS. Identify any contract requirements, submission guidelines, or encounter data based expectations currently governing encounter data submissions by the MCOs.	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
30.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	If verification of omission rates is expected as a component of the EDV, to what extent will the Offeror be granted access to the AHCCCS PMMIS for verification of omission rates, or will this verification be conducted in conjunction with AHCCCS?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
31.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Does AHCCCS anticipate the need for medical record review as an additional verification of encounter data? If so, please identify any expectations surrounding sampling parameters (e.g., confidence level, margin of error) and anticipated sub-strata.	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
32.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Is AHCCCS interested in any statistical comparison among subgroups (i.e., race, geographic regions) for the EDV analyses?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
33.	HSAG	Scope of Work	7.2.1 Validation of Encounter Data	9	Does AHCCCS expect the results to be generated at a statewide/aggregate level or MCO level? Does AHCCCS expect to see statistical comparisons of MCOs or by populations of	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.



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					interest?	
34.	HSAG	Scope of Work	7.2.2. Administration of Validation	9	Please verify whether this title and first sentence should read "Administration <u>or</u> Validation..." instead of " <u>of</u> ", similar to other statements in this paragraph. If this is not a typo, please clarify the requested task.	The title and first sentence should be an "or" statement.
35.	HSAG	Scope of Work	7.2.2 Administration of Validation	9	Can AHCCCS please provide details on the intended survey administration methodology (e.g., survey instrument, survey populations, number of sampling units, mode of administration, etc.)?	Surveys instruments would follow national recommendations such as the CAHPS Surveys or other tools requested/suggested by CMS. Populations could vary but may include any lines of business and/or sub-populations of members served.
36.	HSAG	Scope of Work	7.2.2 Administration of Validation	9	Can AHCCCS please provide details on the number of surveys that will need to be validated?	This is not currently known.
37.	HSAG	Scope of Work	7.2.3 Calculation of Performance Measures	10	How many performance measures should the Offeror anticipate calculating?	If the EQRO is asked to calculate performance measures, the request could include any or all of the measures outlined in question #7 above. However, there are no plans for the EQRO to calculate performance measures at this time.
38.	HSAG	Scope of Work	7.2.3 Calculation of Performance Measures	10	Do any of the required performance measures involve medical record review data (e.g., hybrid measures)? If so, how many?	Yes, some measures require hybrid review. At this time, there are potentially 23 hybrid measures if each childhood and adolescent immunization antigen is counted separately.
39.	HSAG	Scope of Work	7.2.5 Conduct Studies on Quality	11-12	What are AHCCCS' expectations regarding the frequency and timing of these studies (i.e., one study per year, to be completed during the	This element is not planned at this time so no information is available.



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					contract year)?	
40.	HSAG	Scope of Work	7.2.5 Conduct Studies on Quality	11-12	Have any clinical or non-clinical focused study topics been identified for the first contract year? Are there clinical or non-clinical areas of interest to AHCCCS for purposes of studies on quality?	This is not a planned element at this time; however, AHCCCS wants the ability to use the EQRO for this element if the need arises.
41.	HSAG	Scope of Work	7.2.5 Conduct Studies on Quality	11-12	For the focused studies, where will data necessary to complete the analysis be obtained—from the Contractors, from AHCCCS, or via a direct connection to AHCCCS' data systems?	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.
42.	HSAG	Scope of Work	7.2.5 Conduct Studies on Quality	11-12	Who are the intended audiences for these studies?	This would be determined as part of the planning process should this need arise.
43.	HSAG	Scope of Work	7.2.5 Conduct Studies of Quality	11-12	Does AHCCCS have a preference as to whether these studies are conducted using a hybrid methodology (i.e., inclusion of medical record review), or that the studies are administrative? If a hybrid methodology is used: <ol style="list-style-type: none"> <li>1. Will the selected study sample be based on a statewide sample, or should the sample be stratified by Contractor such that inter-plan comparisons can be made?</li> <li>2. Do the Contractors' provider contracts outline any requirements for the procurement and submission of medical records to the EQRO?</li> </ol>	This would be determined after AHCCCS decided to use an EQRO for this process, which is not planned at this time.



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					3. Do the Contractors have a minimum required time frame to procure and submit medical records for the Quality Study?	
44.	HSAG	Pricing Instructions	1. Pricing	13	Is the Offeror allowed to bill travel time, or should travel time be factored into the Offeror's hourly rates?	Travel time shall be factored into the Offeror's hourly rates and cannot be billed separately. The Pricing Instructions on Page 13 state: "The rate shall be inclusive of all costs associated with the delivery of the service and includes staff time, mileage, insurance, and administrative cost".
45.	HSAG	Special Instructions to Offerors	3.1 Method of Approach	23	Is the Offeror expected to address in its narrative the approach for any or all of the optional activities listed in Section 7, Scope of Services (Scope of Work section)?	The Offeror should speak to its ability to address all activities outlined in Section 7.
46.	HSAG	Special Instructions to Offerors	3.1.2 Method of Approach	23	In section 3.1.2 of "Special Instructions to Offerors," it requires "using your proposed personnel classifications and hourly rates, provide an estimated cost break-out for each example." Please verify that this means that, within the confines of the narrative response to each example and in addition to rate info requested on the Pricing Schedule, AHCCCS would like financial/cost information (e.g., hours, rates, and total cost) included for each example.	Correct.
47.	HSAG	Special Instructions to Offerors	3.1.2. Method of Approach	23	This section states the Offeror "should adhere to the 3 page limit" for each example. Please verify that there is not a page limit for any other section of the Offeror's proposal.	Correct, there is no page limit for other sections. There is only a page limit for the examples.



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48.	HSAG	Special Instructions to Offerors	3.2.2 Experience and Expertise of the Firm	24	Please define "key personnel" as referenced in 3.2.2.	Key personnel would include staff members that will have a substantive role in the work conducted for AHCCCS.
49.	HSAG	Special Instructions to Offerors	3.2.4 Experience and Expertise of the Firm	24	Is AHCCCS requesting an organization chart that depicts the specific team members for this RFP scope of work, or an organization chart for the Offeror's overall company, or both?	The organizational charts should detail out any area that would be working on elements of the Scope of Work.
50.	HSAG	Special Instructions to Offerors	6. Financial Stability	24	Does AHCCCS expect the Offeror to submit any information with the proposal to demonstrate its financial stability?	No, not at this time. However, as stated, " <u>Upon request</u> , the Offeror shall submit to AHCCCS an annual financial statement for itself, and parent company (if applicable) within five (5) business days of request".
51.	APS Healthcare	Scope of Work	1. AHCCCS Overview	4	What is the total number of health plans/MCOs to be reviewed and what are their locations? Do any of the plans have multiple offices? If yes, would on site activities be required at all branches? Is it anticipated that this number will change during the course of the contract?	Please reference question #1 above. The vendor will conduct all work with AHCCCS and will not be onsite at any Health Plans/MCO facility. It is possible that the Health Plans/MCO count could change as services are rebid every five years (different years for different lines of business).
52.	APS Healthcare	Scope of Work	1. AHCCCS Overview	4	How many of the plans for review are NCQA accredited?	This is not a required reporting element of AHCCCS plans so this is unknown.
53.	APS Healthcare	Scope of Work	5. Contract Utilization	4	What EQR activities were performed over the last two cycles?	Only the Mandatory Activities and performance measure calculations for the Acute-care Contractors have been performed over the last two cycles.



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54.	APS Healthcare	Scope of Work	5. Contract Utilization	4	Should a prospective bidder anticipate any base revenue or minimum number of EQR tasks on an annual basis? What is the volume of activity expected?	No, AHCCCS does not guarantee the Contractor any minimum or maximum quantity of services or goods to be provided under the awarded contract(s). A volume of activity is not available.
55.	APS Healthcare	Scope of Work	5. Contract Utilization	4	Please provide revenue per organization associated with the last two EQR cycles.	This information is not available.
56.	APS Healthcare	Scope of Work	7.1.1 Scope of services for analysis and evaluation of PIPs.	6	How many performance improvement projects are annually conducted and reviewed for each health plan?	One PIP is reviewed annually for inclusion in the EQRO Technical Report.
57.	APS Healthcare	Scope of Work	7.1.1 Scope of services for analysis and evaluation of PIPs:	6	How many performance measures are to be validated for each plan? How many of the performance measures to be validated require medical record review validation?	Please reference HSAG Question #7 above. Not all measures are always reported, but measures will not exceed what is included. Medical record review validation is not a standard EQRO service as AHCCCS conducts all validation processes; however, the vendor should validate the processes that the Agency uses.
58.	APS Healthcare	Scope of Work	7.1.1 Scope of services for analysis and evaluation of PIPs:	6	Are the performance measures also HEDIS measures? If performance measures are not all HEDIS measures, does the state provide the specifications?	AHCCCS outlines all measure methodologies; if they are not HEDIS or CMS Core Set measures, methodologies are provided.
59.	APS Healthcare	Uniform Instructions to Offerors	6.3 Effective Date:	21	What is the effective date of the Contract and Program start date?	The effective date will begin April 1, 2014.



## QUESTIONS FROM OFFERORS

SOLICITATION NO.: YH14-0003

**AHCCCS**

**Arizona Health Care  
Cost Containment  
System**

### EXTERNAL QUALITY REVIEW ORGANIZATIONS (EQRO)

Proposals are due no later than  
TUESDAY, DECEMBER 17, 2013 at 3:00 P.M. Arizona time.

Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
60.	APS Healthcare	Uniform Instructions to Offerors	6.1 Number or Types of Awards	21	The RFP indicates that more than one EQR vendor could be selected. Are there currently multiple vendors? If so, please identify the current EQROs.	There are two vendors currently contracted for EQRO: Health Care Excel and Health Services Advisory Group, Inc.
61.	APS Healthcare	Uniform Instructions to Offerors	6.1 Number or Types of Awards	21	What is the expected award date of the contract?	AHCCCS anticipates award in January 2014.
62	APS Healthcare	Exhibit A	Pricing Schedule	50	Is there a minimum number of hours that will be applied to the hourly rates?	Please see the answer to #54 above.
63.	APS Healthcare	N/A – General Question	N/A	N/A	Have the plans participated in an Information Systems Capabilities Assessment (ISCA) within the last 3 years?	This information is not known to AHCCCS.
64.	APS Healthcare	N/A – General Question	N/A	N/A	Are the 2012 and 2011 EQRO Reports available for information purposes?	Yes, the reports can be found at: <a href="http://www.azahcccs.gov/reporting/reports/EQR.aspx">http://www.azahcccs.gov/reporting/reports/EQR.aspx</a>