

RFP ORAL PRESENTATION GENERAL SCRIPT

Name of Offeror: Health Net of Arizona

Date: February 22nd, 2013 8:30 AM

Welcome to the AHCCCS Oral Presentation process. Before we get started, I'd like everyone to introduce themselves and identify the organization that they are with.

Introductions:

AHCCCS Staff:

Name	Title	Division
Kim Elliott	Clinical Quality Management Administrator	DHCM
Kim Engle	Operations and Compliance Officer	DHCM
Jakenna Lebsock	Quality Improvement Manager	DHCM
Jami Snyder	Operations Administrator	DHCM
Linda Vrabel	Medical Management Manager	DHCM
Andrew Cohen	<i>Facilitator</i>	
Diana Alvarez	<i>Observer 1</i> – Operations Manager	DHCM
Kari Price	<i>Observer 2</i> – Assistant Director	DHCM

Offeror Staff:

Name	Title	Division
1. Peggy Haines	Vice President, Quality Management	
2. Rose Megian	Vice President, Membership Accounting and Eligibility, Claims, Configuration and Capitation	
3. Gary Neiman	Vice President, Customer Contact Centers	
4. Jennifer Nuovo, MD	Chief Medical Director	
5. Gay Ann Williams	Vice President, Medicaid and Medicare Compliance Officer	
6. Rodgers Wilson, MD, CHCQM	Chief Medical Director	

Please note that AHCCCS has scripted what we will be telling you today. This is to ensure that we share the same information with all Offerors. A hard copy of the script is provided to the Offeror to ensure understanding of the process. Participating in the Oral Presentation process doesn't mean that you will be offered a contract, nor does it have any impact to the other areas of the submission or evaluation process.

First, some house-keeping information. We have placed water bottles on the credenza. A cafeteria is located on the first floor should you need anything else. Restrooms are out this door. Turn right and then an immediate left.

The Oral Presentations will take up to two hours. The Oral Presentations will be audio taped by AHCCCS solely for the Agency's use in the evaluation process. During the presentations you are asked to present solutions to two questions. The process will be as follows:

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1. The Offeror will be given a written copy of each question for which to prepare oral presentation responses. Only one question will initially be provided. The second question will be provided upon completion of the Offeror's presentation of the first question.
2. AHCCCS will leave the room for 30 minutes to allow the Offeror's team to privately discuss each question and to prepare a timed oral presentation. There will be no audio taping during this time. Outside communication is prohibited, including cell phones, telephones, text messaging, etc.
3. The Offeror is not required to use the full 30 minutes to prepare. Should the Offeror conclude deliberation early please use the telephone to 5-digit dial the number on the whiteboard (Kim Elliott's number: 7-4782) and AHCCCS staff will return for the presentation.
4. The Offeror will be provided 20 minutes to orally present each solution, though you need not use the entire time allotted. Any one or more of the Offeror's presentation team may present.
5. The Offeror will repeat steps 2, 3, and 4 for each question.
6. The Offeror should be prepared to respond to questions at the end of each oral presentation.

AHCCCS staff will only respond to process or procedure questions related to the Oral Presentation process.

AHCCCS Staff Re-Enter Room after 30 minute Offeror Preparation Time:

The 30 minutes of preparation time is now over. You will be given 20 minutes to present your response to the question, though you need not use the entire time allotted. During the presentation you will receive both a three minute and a one minute warning to allow you the opportunity to wrap up the presentation. Please let us know when the presentation is complete.

We will now provide you with question 2.

Closing of Oral Presentation:

This concludes the oral presentation part of the RFP process. Thank you for participating. The oral presentation will be scored and the results included as part of the RFP score.