

ACUTE CARE/CRS RFP CONSENSUS RANKING
SUBMISSION REQUIREMENT NO. 11

COMPONENT: ACCESS TO CARE/NETWORK

SUBMISSION REQUIREMENT NO. 11	
Ranking No.	Offeror
1	UnitedHealthcare
2	Mercy Care Plan

Total Number of Bidders:
2

Totaled By Team Lead:	Signature	Date
Concetta Williams	<i>Concetta Williams</i>	3-1-13

Verified By Facilitator:	Signature	Date
Andrew Ashen	<i>[Signature]</i>	2/26/13

ACUTE CARE/CRS RFP CONSENSUS RATIONALE
SUBMISSION REQUIREMENT NO. 11

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: UnitedHealthcare Community Plan

SUBMISSION REQUIREMENT No. 11	Total Ranking
Describe the steps that the Offeror will take to ensure that individuals with a qualifying CRS condition under R9-22-1301 et seq. are able to access the care needed, including specialty care, to serve their qualifying medical condition(s) as well as their other medical and behavioral health needs. Also describe how the Offeror will leverage and balance the use of providers in the multi-specialty interdisciplinary clinics (MSICs) versus those in the broader community.	1

Rationale:

Major Observations:

Offeror discussed expansion of the network beyond MSIC providers and described its process for determining whether an MSIC or non-MSIC is appropriate for the member.

Offeror addressed provision of behavioral health services both in the MSIC and through non-MSIC providers.

Offeror has contracts in place with a broad network, including 638 tribal providers, and is undertaking a field clinic expansion.

Offeror has arranged for PCPs to be onsite at the Phoenix-area MSIC.

Offeror described use of field clinics and telemedicine for providing access to rare pediatric subspecialties.

Offeror has created a patient registry to facilitate information sharing among providers.

Offeror has committed to offering 24-hour and mail order pharmacy services.

Evaluation Team Member (Print Name)	Signature	Date
Concetta Williams	<i>Concetta Williams</i>	3-1-13
GLORIA NAVARRO-VALVERDE	<i>Gloria Navarro-Valverde</i>	2/26/13
Millie Blackstone	<i>Millie Blackstone</i>	2/26/13

Facilitator	Signature	Date
Andrew Cohen	<i>AC</i>	2/26/13

ACUTE CARE/CRS RFP CONSENSUS RATIONALE
SUBMISSION REQUIREMENT NO. 11

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Southwest Catholic Health Network dba Mercy Care Plan

SUBMISSION REQUIREMENT No. 11	Total Ranking
Describe the steps that the Offeror will take to ensure that individuals with a qualifying CRS condition under R9-22-1301 et seq. are able to access the care needed, including specialty care, to serve their qualifying medical condition(s) as well as their other medical and behavioral health needs. Also describe how the Offeror will leverage and balance the use of providers in the multi-specialty interdisciplinary clinics (MSICs) versus those in the broader community.	2

Rationale:

Major Observations:


Offeror committed to expanding relationships with non-MSIC providers but did not provide details on the number of LOIs or contracts secured to date.

Offeror addressed provision of behavioral health services both in the MSIC and through non-MSIC providers.

Offeror committed to permitting out-of-network care for 180 days after enrollment, followed by single case agreements in situations where the member wishes to continue care with the provider and the provider is unwilling to join the network.

Offeror addressed contracting with MSICs but did not discuss in detail the importance of MSIC providers within the care system for CRS members.

Evaluation Team Member (Print Name)	Signature	Date
Concetta Williams	Concetta Williams	3-1-13
GLORIA NAVARRO-VAWERDE	Gloria Navarro-Vaverde	2/26/13
Millie Blackstone	millie blackstone	2/26/13

Facilitator	Signature	Date
Andrew Colon		2/26/13