

ACUTE CARE/CRS RFP CONSENSUS RANKING  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

SUBMISSION REQUIREMENT NO. 2	
Ranking No.	Offeror
1	Southwest Catholic Health Network dba Mercy Care Plan
2	Health Choice Arizona
2	Maricopa Health Plan managed by University of Arizona
2	University of Arizona Health Plans, University Family Care
5	Care 1 <sup>st</sup> Health Plan Arizona
6	UnitedHealthcare Community Plan
7	Phoenix Health Plan
8	Bridgeway Health Solutions of Arizona, LLC
9	Health Net of Arizona
10	Medisun Community Care Inc. dba Blue Cross Blue Shield of Arizona Community Care

**Total Number of Bidders:**  
10

Totaled By Team Lead:	Signature	Date
	Karen Edgley	3-5-13

Verified By Facilitator:	Signature	Date
Andrew Cohen		3/4/13

**ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2**

**COMPONENT:** ACCESS TO CARE/NETWORK

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

<b>SUBMISSION REQUIREMENT No. 2</b>	<b>Total Ranking</b>
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	1




**Rationale:**


Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented comprehensive and detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror addressed in detail how it would monitor outcomes of process improvements for effectiveness and sustainability, both through daily activities and work groups.

<b>Evaluation Team Member (Print Name)</b>	<b>Signature</b>	<b>Date</b>
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edgley		3-5-13

<b>Facilitator</b>	<b>Signature</b>	<b>Date</b>
Andrew Cohen		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Health Choice Arizona

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	2




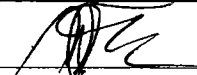
**Rationale:**

Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented comprehensive and detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror mentioned monitoring of outcomes but did not address how it would systematically monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edgley		3-5-13
Facilitator	Signature	Date
Andrew Cohen		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Maricopa Health Plan managed by University

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	2


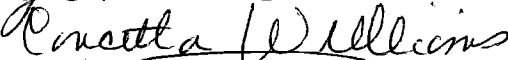
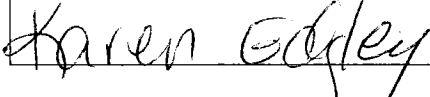

**Rationale:**

Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror addressed how it would monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
		3-5-13

Facilitator	Signature	Date
		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: University of Arizona Health Plans, University Family Care

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	2

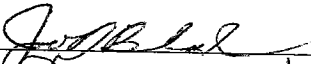


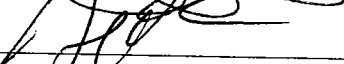
**Rationale:**

Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror addressed how it would monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edgley		3-5-13
Facilitator	Signature	Date
Andrew Olson		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Care 1<sup>st</sup> Health Plan Arizona

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	5



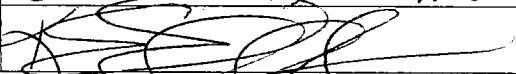
**Rationale:**


Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented comprehensive and detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror described results of a network improvement initiative but did not address how it would systematically monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-12
Concetta Williams		3-1-13
Karen Edley		3-5-13

Facilitator	Signature	Date
Andrew Chon		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: UnitedHealthcare Community Plan

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	6




**Rationale:**

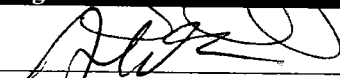
Major Observations:

Offeror described proactive processes for managing its network, identifying gaps through analysis of data and implementing network improvements to address deficiencies.

Offeror presented comprehensive and detailed processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror did not address how it would systematically monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edgley		3-5-13

Facilitator	Signature	Date
Andrew Owen		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Phoenix Health Plan

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	7

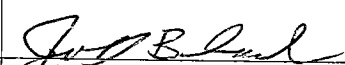


**Rationale:**


Major Observations:

Offeror described processes for managing its network but did not describe in detail how it would use a comprehensive array of data to make network improvements.

Offeror presented processes for ensuring provision of services to members in medically underserved areas and special needs populations.

Offeror did not address in detail how it would monitor outcomes of process improvements for effectiveness and sustainability.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edsley		3-5-13

Facilitator	Signature	Date
Andrew Cohen		2/26/13



ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Bridgeway Health Solutions of Arizona, LLC

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	8





**Rationale:**

Major Observations:

Offeror described processes for managing its network but did not describe in detail how it would use a comprehensive array of data to make network improvements.

Offeror did not address how it would monitor outcomes of process improvements for effectiveness and sustainability.

Offeror discussed provision of services to members in medically underserved areas but did not describe in detail its processes for ensuring provision of services to special needs populations.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edgey		3-5-13
Facilitator	Signature	Date
Andrew Cohen		2/26/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2

COMPONENT: ACCESS TO CARE/NETWORK

OFFEROR'S NAME: Health Net of Arizona

SUBMISSION REQUIREMENT No. 2	Total Ranking
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	9


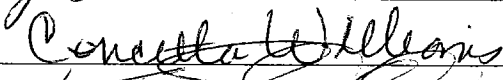

**Rationale:**

Major Observations:

Offeror described processes for managing its network but did not describe in detail how it would use a comprehensive array of data to make network improvements.

Offeror did not address in detail how it would monitor outcomes of process improvements for effectiveness and sustainability.

Offeror discussed provision of culturally/linguistically competent services but did not describe in detail its processes for ensuring provision of services to members in medically underserved areas or special needs populations.

Evaluation Team Member (Print Name)	Signature	Date
JOHN BLAKE		2-27-13
Concetta Williams		3-1-13
Karen Edgley		3-5-13

Facilitator	Signature	Date
Andrew Cohen		2/26/13

**ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 2**

**COMPONENT:** ACCESS TO CARE/NETWORK

**OFFEROR'S NAME:** Medisun Community Care Inc. dba Blue Cross Blue Shield of Arizona Community Care

<b>SUBMISSION REQUIREMENT No. 2</b>	<b>Total Ranking</b>
Describe how the Offeror evaluates and measures its network in order to ensure timely access to care to underserved populations, identify deficiencies in the network, manage the network, make improvements to the network and sustain an adequate network.	10


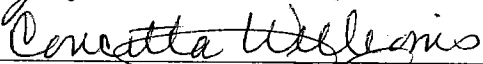

**Rationale:**


Major Observations:

Offeror indicated generally that it would take steps to address network gaps, but did not describe in detail the mechanisms and data it would use to identify deficiencies and make network improvements.

Offeror did not address how it would monitor outcomes of process improvements for effectiveness and sustainability.

Offeror discussed provision of services to members in medically underserved areas and populations in only general terms and did not describe in detail its processes for ensuring provision of services to these populations.

<b>Evaluation Team Member (Print Name)</b>	<b>Signature</b>	<b>Date</b>
JOHN BLACK		2-27-13
Concetta Williams		3-1-13
Karen Edley		3-5-13

<b>Facilitator</b>	<b>Signature</b>	<b>Date</b>
Andrew Ober		2/26/13