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SCALE USED FOR SCORING PROPOSALS
YH23-0093 Specialty Pharmacy Services for Anti-Hemophilia and Other Blood Disorder Medications

Score		Description
5	Excellent	The response is very extensive, detailed, clear and informative and flows in a logical and sequential manner. It not only fully answers/addresses all aspects of the question/item, but provides additional relevant information. After reading the response, the reviewer should have no questions about the offerors plans to fulfill the requirements of the RFP.
4.5		
4	Very Good	The response is extensive, detailed, clear, and informative and flows in a logical and sequential manner. It answers/addresses the aspects of the question/item, but not quite as extensively as an ***Excellent*** response. After reading the response, the reviewer should understand the offerors plan to fulfill the requirements of the RFP and should have few, if any, questions.
3.5		
3	Middle of the Road	The response is clear and informative, but lacks detail and explanations. There may be some gaps in logic. It merely answers/addresses the question/items, but provides no additional information or insight into the plan. After reading the response, the reviewer should have a good overall sense of the offerors plan, but may potentially have questions.
2.5		
2	Poor	The response lacks clarity and information. There are gaps in the logic and flow of the answer. It fails to address some aspects of the question/item. After reading the response, the reviewer is not exactly sure what the offerors plan is and has numerous questions.
1.5		
1	Fail	The response has numerous gaps in logic, lacks information, is hard to follow and fails to provide a clear plan for execution. It indicates that the offeror has little understanding of the question/item and/or has very poor plan of implementation. After reading the response, the reviewer has many questions.
0.5		
0	Non-Responsive	The offeror failed to provide a response to the question/item.

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NARRATIVE SCORING TOOL

DIRECTIONS: This is for preliminary scoring only. Final scores will be determined in consensus scoring meetings.
Using the Guidance Table above, fill in preliminary scores (0-5) in the **yellow** boxes below for each Offeror in the categories of Method of Approach and Experience and Expertise. Cost score will be entered by the procurement officer.
Only enter scores into the yellow boxes. Do not touch the other boxes. Do not worry about weighting, or max points available. Your score of 0-5 will be weighted according to the methodology we agreed to and scores will be assigned accordingly.

			Accredo Health Group			CVS Health			InfluCare Rx		
Evaluation Criteria	Points Max	Weight	Evaluator's Score (0-5)	Weighted Score	Comments	Evaluator's Score (0-5)	Weighted Score	Comments	Evaluator's Score (0-5)	Weighted Score	Comments
Methodology											
5.2.1.1 Describe the procedures, if applicable, for the transition of member care to the Offeror's services to minimize disruption of care and to address member and family concerns.	25	6%	3	15	Provided a high level response that was written well. However, does not explain in detail. Does not provide a clear seamless plan for transferring refills.	5	25	Presented a very good, clear transition plan that was very well organized and comprehensive. They discuss following up with the Member after the transition. Discussed utilizing email, newsletters and websites. Discusses their role in coordinating with the physician and Member.	3	15	Provided a high level response based on what they will do with little descriptive details. They talk about what they will do but not the details behind each bullet point.
5.2.1.2 Describe how the Offeror ensures the availability of adequate anti-hemophilic and blood disorder medications and supplies.	15	4%	3	9	Answered the question, however, did not go into detail to discuss how they maintain their inventory.	5	15	Excellent response. Describes the operations of how they maintain appropriate inventories including assay management and each area of the ordering department, using the First Expired First Out (FEFO) process, inventory rotation, and more specific details on the management of products. Due to the high volume of dispensed hemophilia products, they maintain favorable purchasing contracts and relationships with manufacturers. They consider cost and short expiration dates. Discuss with the doctor and Member if unable to fill the prescription. They address inventory from all aspects from a date perspective or backorder.	2	6	Offeror has "access" to hemophilia products. They have the product shipped to them overnight from various wholesales or manufacturers and then fill the member's RX. Therefore, by not having inventory on hand, there is a one day delay which is not preferred by AHCCCS.
5.2.1.3 Describe how the Offeror will provide personalized education and enhanced monitoring, including addressing issues of member non-compliance.	20	5%	3	12	Education explanation was fine, but lacking detail on issues of non-compliance. They discuss nursing care, yet not specific to hemophilia but rather to all specialty drugs.	5	20	Provided clear details and excellent explanations on plans for monitoring, education and compliance. Specified Member centric services, a clinical pharmacist is monitoring Member factor response and compliance. Care team reviews for controlling bleeds and inhibitors. Verbiage states they have personalize educational materials for Members. Very detailed response. Nurses are available 24/7.	3	12	Addresses medication adherence on various levels with a detailed explanation. Although it offers pharmacists availability or health care team members supervised by a pharmacist, the verbiage specifically does not state that nursing services are available to the Members. Does not provide detail for education material.
5.2.1.4 Describe the Offeror's customer service business and after-hours availability for member and process for responding to provider questions within Arizona time zones and the calendar days of operation.	20	5%	3.5	14	After hours calls are routed to the Accredo National Clinical Service center staffed by nurses who are trained in bleeding disorders. Offeror does have interpreters. Call center is not open 24/7.	4	16	Have a dedicated physician phone line which goes above and beyond what AHCCCS is asking. Meets after hours and emergency needs. They have longer pharmacy hours. CVS' Hemophilia Center of Excellence operations are available 6AM-6PM M-F. Toll free numbers are available 24/7.	2.5	10	Timing is a serious concern with the different time zone provided in this Offeror's response. The pharmacy is open 9AM-5:30, local time zone (not Mountain time zone) so more limited than other pharmacies. Care managers will be assigned to each AHCCCS Member with their direct number. Does not state a cell phone number so that they can reach them 24/7. It is not clear in this section if weekends are included. There is not solid access to after-hours phone availability and the care team.

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5.2.1.5 Describe the Offeror's capability to provide Member and provider emergency access to appropriately trained, qualified, and licensed professional staff twenty-four (24) hours a day, seven (7) days a week, through a toll-free telephone number including information on how the Offeror ensures that its staff are culturally competent, and its customer services can be provided in other languages as appropriate for the population or as required.		20	5%	3.5	14	Offeror has translation services available 24/7 and uses the language line that provides translation in 200+ languages. The languages are not listed.	5	20	Offeror far exceeds AHCCCS expectations for after hours and emergency access. As well as translation requirements are telephonically and written. Have personalized education material and newsletters. States they are available 24/7, have interpretive services and provide there listing of 240 languages. Also have a dedicated physician line. Member materials are also available in several languages at the 4th grade reading level.	3	12	Offeror states they are available 24 /7 and have interpretive services. States 2 or 3 of the case managers are fluent in Spanish and they use a translator services. Not much detail included.
5.2.1.6 Describe the Offeror's proposed use of translation services.		10	2%	4.5	9	Offeror uses the Language Line stating 200+ languages are provided. Offeror's response includes the 3-way calls. Also discusses bi-lingual representative. Provide some statistics and an exhibit with the languages provides.	4.5	9	Offeror actually lists out the 240 languages translated and personalized hemophilia educational materials in foreign languages and at 4th grade reading levels.	4	8	Translative services are provided by Language Line Solutions, but it does not state how many languages are available. However, provided a link to the language line.
	5.2.1.7.1. Workflow and quality assurance procedures in place for procurement, dispensing, and home/site delivery of appropriate quantities of anti-hemophilic/other blood disorder medications, related products and supplies;	50	12%	4	40	Good high level response. Mentions the number of state licenses they have (47) but can serve all 50 states. Provided some information on procurement, packaging and inventory management. Discusses some of the procedures for dispensing factor on a high level descriptive basis.	5	50	A very detailed response on factor storage and purchasing. Great details were provided on the patient intake, clinical management and dispensing factor. Discusses supplies to be provided. Provides information on how they evaluate the member's utilization. Separate section on After Hours and Emergency. Discusses tracking temperature and packages. Mentions their natural disaster plans with an example if a blizzard occurs where the filling pharmacy is and what happens. Also addresses product shortages.	3	30	The workflow documents are not readable. New orders filled within 48 hours. For emergent situations, the wholesale partners provide same day service to the pharmacy. The pharmacy will courier the product to the Member once the pharmacy receives the product. States management of factor, non-factor or other blood disorder mediation is a primary focus of their hemophilia program and is very vague. Timeline is not completely clear.
	5.2.1.7.2. Documentation of response time from the receipt of the order to the shipment of medications and supplies to receipt by member;	15	4%	3	9	Response goes by a need, by date, but does not provide a response that would be standard when the medication order is on file with refills. The Offeror did provide defined steps on their refill process.	3	9	Provided some details and steps but did not give a clear timelines.	0	0	Did not respond to the question.
	5.2.1.7.3. Packaging, shipping, and delivery procedures to assure safe and timely delivery according to manufacturer guidelines in Arizona's climate extremes;	25	6%	5	25	Proposal offers a very innovative response. Ships frozen products. Shipping is based on the manufacturer's requirements. Uses FedEx to ship. Offeror states they provide satellite monitored temperature control. Ships next day air. Uses Dawson as an alternate receiver when the patient or caregiver have not been available to accept the shipment. Dawson stores the product in cold storage and then coordinates the delivery. Measure the success of their deliveries by non-deliverable packages which are returned.	3	15	The question was answered but lacked detail in how they handle extreme temperatures.	2.5	13	States they are meeting all the manufacturer guidelines but does not provide any details. Tracks the shipment for delivery, however, does not mention obtaining the members signature when the product is delivered. Response states they do not ship frozen products. Does not state it ships next day air. Does not have an alternate plan when the member or caregiver is not home. Makes reference to how they handle complaints which indicates they receive complaints.
	5.2.1.7.4. Inventory management of daily demand for anti-hemophilic medications including protocols on the management of short-dated pharmaceuticals (the expiration date is less than 90 days from the current date of dispensing) and maintenance of inventory levels to ensure fulfillment of initial and refill orders;	25	6%	4	20	Provided a very good response. Due to high prescription volume, products are stocked at very high levels of quantities. Because of their high Rx volume, they avoid products dispensed that are near the expiration date. Short dated product is not provided to episodic patients. Prior to dispensing, the patient is counseled about the expiration date (for prophylaxis patients).	2.5	13	They provided limited information and did not expand on their stringent protocols. Does not address the expiration date within 90 days. They address their high volume of products but with minimal detail.	4	20	Good response- No products dispensed with expiration less than 90 days and they use first stickers for other patients which is helpful. Products expiring in 90 days are not shipped to Prophylaxis patients.

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5.2.1.7. Describe the Offeror's delivery of services to ensure high quality, cost-effective care delivery, including, but not limited to:	5.2.1.7.5. Established procedures and responses to product shortages for any reason;	15	4%	3	9	High level adequate response. This Offeror is one of the largest purchasers of clotting factor. They do not mention checking the FDA shortage website. If the drug is not available, then they will contact the prescriber to develop a new plan. Does not address their inventory management procedures in detail.	3	9	Provided an adequate response. For shortages, Offeror states they will contact AHCCCS, will work with the treatment team and indicates the prescribing provider takes care of the Member's needs. Special consideration will be given to Members with emergency needs or life-threatening bleeds. Does not address checking the FDA Shortage website.	3	9	Provided an adequate response to the question with minimal detail. They monitor shortages, although it was not mentioned that the FDA shortage website would be checked. If the drug is not available then they will work with the prescriber to obtain a similar/same factor product.
	5.2.1.7.6. Procedures for monitoring and AHCCCS quarterly reporting of the appropriate selection of factor assay versus prescribed amounts within established maximum variances approved by AHCCCS;	15	4%	3	9	Proposing a variance of 2%, which is good, however, there are many exceptions; Novoseven, Riastap, Tretten, and Corifact, including when the factor assay availability prohibits the target assay matching.	5	15	This response is very detailed and comprehensive to the question. The variance is supposed to be less than 2% and the actual was 1.36% which is a great cost savings. The Offeror believes assay management and control is the most significant cost control. Monitoring is addressed well. Assessment of new Rxs and selection of vials is addressed.	3	9	The question was answered. Assuring AHCCCS of an assay management level of less than 2.5%. Which is not as advantageous to AHCCCS. States they will contact the prescriber when 3 or more vials are used for a dose and when the assay exceed 2.5%. Addresses when the assay level is 2.5% and greater.
	5.2.1.7.7. Management of member's anti-hemophilic and blood disorder medications and supplies to minimize unnecessary stockpiling;	15	4%	4.5	14	Provided a very good detailed response on how they communicate with the Member to determine proper and improper use of the blood disorder product to prevent stock piling. The response was very detailed and provided examples. Provided Regimen Optimization Program examples leading to cost saving.	4	12	Provided a good response that hits the mark and more than meets the requirement on verification and tracking. Reviews prior to every shipment, provides education, handling, reconstitution, including number of bleeds reviewed. Detailed response on how they communicate with the member to determine proper and improper use of the blood disorder product to prevent stock piling.	2	6	States the company has "access" to blood products covered under this contract and they ship within 48 hours, which indicates they do not have much stock. For emergent situations, they guarantee patients will have factor within 12 hours. Will contact the prescriber when 3 or more vials are needed for the patients. The response does not address stockpiling.
	5.2.1.7.8. Medical waste removal and disposal for members;	15	4%	2	6	Response lacked detail. Offeror states they provide medical waste removal and disposal of medical waste in accordance with regulations, but they did not explain the regulation, nor give the reference number to the regulation and exactly what they provide to the Member. One line response and it does not mention sending a Sharp's container or a mail in prepaid postage label.	5	15	Addressed all aspects of the question with great detail and a step by step process was explained very well. Provides postage and pre-paid, pre-addressed waste disposal kit. Also all new patients receive a guide book and it includes a section on waste disposal. The member receives the Sharps Disposal by Mail with their first order. Member can use the prepaid label to mail the Sharps container or they can contact the specialty pharmacy to arrange a pick up. they have a backup alternate plan to assist homebound Members with medical waste disposal.	2	6	The question was answered. However, it is insufficient and not appropriate for how AHCCCS expects our Member's to be served. Stating "if AHCCCS has an expectation that InfuCare Rx would support medical waste removal and disposal for members, this can be discussed post award and InfuCare Rx will look to meet the needs of AHCCCS."
	5.2.1.7.9. Emergency delivery service procedures, tracking and response logs/times.	20	5%	3	12	Does not directly address emergency deliveries. Provides timeline for when the Rx order is received. Response states they are available 24/7 but the response did not address reasonable turnaround times for emergency orders. Same day shipping for orders received before 10AM MT and shipment is sent the next business day for orders received before 10AM MT. They did not address truly emergent orders.	5	20	Provided an excellent response explaining exactly what they do and how they do it. Address routine and emergency orders. Routine orders place before 3PM are sent overnight for delivery the next business day. Emergency orders received after 3PM local time with be expedited for shipment the same day. They have after hours pharmacists that will respond to the emergency request. Packages are tracked to the Member's home at the correct temperature. They clearly go above and beyond.	2	8	Response does not detail tracking and response logs. Factor is not on hand and has to be shipped from partners which is an extra step before patient receipt.
	5.2.1.8.1. Assessment, reporting, and consultation with AHCCCS on current and future trends regarding the use of prescribed anti-hemophilic agents;	20	5%	3.5	14	Provided a reporting response under 5.2.1.8 and samples are in exhibit 3. Also they have a payer portal with daily updated information. They discuss trending and the pipeline. Response is not as detailed as we would like to see, down to root elements.	3	12	Provided an adequate response and an Exhibit B that was referenced in the proposal to give additional detail.	3	12	Provided an adequate high level response with minimal detail.

5.2.1.8. Provide a detailed description and examples of proposed quarterly clinical, statistical, and financial analyses, including:	5.2.1.8.2. Identification of trends that may be a result of over or under-utilization of anti-hemophilic agents;	15	4%	2.5	8	Very little detail provided on what will be included in the report and their data sources, but does include quarterly reporting package.	4.5	14	Provided a very good detailed response that gives specifics on what is tracked and monitored. Tracks the number of bleeds, re-bleeds, frequency, location and changes are tracked and monitored. Infusion logs are recommended for use for accurate frequency tracking. They describe their quarterly reports in detail.	2.5	8	The response focuses on their staff and business representatives that consult with manufacturers personnel to gain insight into trends. The response does not address over and underutilization.
	5.2.1.8.3. Documentation of members' treatment compliance;	25	6%	1.5	8	Did not provide information on how they will document Member's treatment compliance.	4	20	Provided a very good response that includes a quarterly case conference to review overall info and high acuity cases in which utilization is high because of injuries, surgeries, inhibitors or other complex cases driving the usage. They use individual profile reports to member diagnosis, severity of hemophilia, inhibitor presence, target joints, product dispenses, dispensed dose, units dispensed, trended history of dispenses, reported bleeds, re-bleeds, utilization for episodic bleeds and prophylactic infusions and compliance as appropriate to the treatment plan.	3	15	The question was answered but lacked information supporting their statements. They talked about pharmaceutical interventions, but do not tell or describe what they are.
	5.2.1.8.4. Documentation including claims data per member, data trends in utilization and costs, and cost control strategies;	20	5%	1.5	6	Response lacks much needed detail. The cost control strategy component was not addressed. They want to charge extra for highly customized reports which is contrary to our RFP as "all-inclusive cost".	4.5	18	Provided a very good detailed response. Offeror provides specialty reports for hemophilia by Member and payor summary reports. Individual reports include diagnosis, severity, inhibitor presence, target joints, product dispensed, dispensed dose, units dispensed by month, trended history of refills, reported bleeds, re-bleeds, utilization of episodic bleeds, prophylactic infusions, and compliance per the treatment plan.	2	8	Provided information that does not answer all of the question, other than to guarantee the assay management to be within a 2.5% variance. The question is asking about claims data per member, data trends in utilization and costs and cost control strategies.
	5.2.1.8.5. Documentation of scheduled and emergency shipping and delivery times of anti-hemophilic and other blood disorder medication, related products and supplies.	15	4%	2	6	This question relates to how they document scheduled and emergent shipping. Question is not fully answered. Appears that the Emergent shipments will likely be communicated by phone from the patient.	3	9	They answered the question. Provided information on how shipments are tracked, but doesn't provide detail on how the information tracking is documented.	2	6	Only provides a response for an emergent Rx stating it will be delivered within 12 hours but hope for 3 hours depending on the logistics. Did not answer the documentation question for standard or emergent schedules.
	5.2.1.8.6. Utilization reports by product, member, and prophylaxis/non-prophylaxis use.	25	6%	1	5	Did not answer the question other than a "confirmed" response. The one word response does not provide a detailed description.	4.5	23	Provided a detailed response not just stating they currently provide reports but providing the details of the reports. They included 13 parameters and an additional parameter for quarterly reports. They provided a detailed narrative performance guarantee which is of great benefit to AHCCCS because it creates cost .	2	10	Gave a response but did not provide any information to the question asked.
		425	100%		263			358			164	
Experience & Expertise												
5.2.2.1 Information documenting successful and reliable experience in past performances in the management of hemophiliac and other blood disorders pharmaceutical care and as related to the services in this RFP. The Offeror's experience and past performance will be evaluated on the extent of its success in managing and integrating work relevant to that of a specialty pharmacy and as defined in the Scope of Work.		50	25%	2	20	Provided information that is not relevant to the question. The Offeror's response provides an overview of their program. This question was asking to document successful and reliable experience in past performances of which there are not references or stats provided as a response to this question.	4.5	45	Excellent response including stats for 52K hemophilia Rxs, serving all types of plans -3100 clients, the assay variance rate less than 1.36%, 55 Managed Medicaid Plans, 29M lives, in 35 states. Also provides bleed and infusion monitoring and educational/preventative measures. The response is very detailed in describing the clinical support provided.	2	20	Provided information that is not relevant to the question. Does not provide stats on previous experience. Provides a patient satisfaction survey which does not answer the question.

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5.2.2.2 Any information documenting successful and reliable experience with transition of members to and/or from another contractor or vendor.	20	10%	3.5	14	Addressed the question and Provided good examples of experience.	5	20	Provided the AHCCCS implementation plan that was used in 2018 that they state was a successful transition of the Arizona patients.	2.5	10	Lacking details on transitions. Limited experience based on response. Response leads to believe prior transitions are small scale. The response talks about what they would do and how the patient will be treated but offers no documentation of previous successful experience.
5.2.2.3 A summary documenting the experience and expertise of its key staff.	30	15%	4.5	27	Provided a very good response including good detail for staffing and exhibits. Response provide specific members of the accounting team and account team biographies in an exhibit.	5	30	Provided a very extensive detailed response for their key personnel. Response provided specific members of the account team and the filling pharmacy staff. Specified a comprehensive response to the number of staff and described roles.	2.5	15	Provided a high level response, lacking detail. The response states there is a hemophilia Care Team, however they do not provide a specific account team for this contract. Therefore, there it is hard to determine the experience and expertise of the Offeror.
5.2.2.4 A listing of their specialty pharmacies/fulfillment centers.	20	10%	3	12	The Offeror listed the cities where they have fulfillment sites, but not the pharmacy name and address. Also states 28 facilities support these sites but no information on the 28 sites.	4	16	Provided a detailed response and examples. Provides the Redlands CVS Pharmacy address and states it is their center of excellence for hemophilia and currently serves AZ. They have back up specialty pharmacies in other states including AZ but they did not list them. Discusses addition delivery locations including member specific examples.	5	20	Met the mark with response- provided detailed pharmacy information. Offeror provide a table of their 4 pharmacies with the legal name, facility name, TIN, NPI Address, City, State, zip code, phone and fax number. All are AZ state board of pharmacy registered.
5.2.2.5 A detailed description of the Offeror's experience with Member transitions.	20	10%	1	4	Does not discuss experience in member transitions and what they have done in the area. They did not answer the question.	5	20	Provided in-depth detailed information on all sections. Offeror references the AZ transition and then provided existing member transition information, physician referral education, and the need for coordination and cooperation.	3	12	Membership process flow chart is not readable in the document. They go on to describe at a high level the onboarding process, lacking specific details.
5.2.2.6 An Organizational Chart that identifies the hierarchy of the organization including all functional areas and the proposed Key personnel designated and dedicated to the provision of services under this RFP.	20	10%	3	12	Provided basic organizational chart	4	16	A detailed chart was provided that lists names and titles.	3	12	Provided a basic organization chart
5.2.2.7 A listing of all prior and current awarded contracts directly or indirectly with Medicaid agencies that provided hemophilia and/or blood disorder services for Medicaid individuals.	40	20%	2	16	Provided very little information, and did provide the listing of all prior and current awarded contracts as requested in the RFP.	3	24	Provide a high level listing of states and cited AZ.	4	32	Provided the information requested in good detail.
	200	100%		105			171			121	
Total Cost Points				374			375			334	
			Total w/o Cost	368			529			285	
			Total with Cost	742			904			619	

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COST SCORING

$$\left(\frac{\text{Price}_{lowest}}{\text{Price}_{offered}}\right) \times \text{Points}_{max} = \text{Points}_{awarded}$$

	Accredo Health Group	CVS Health	InfluCare Rx
Proposed Price Based on Past Utilization	$51,483,994.00	$51,326,676.00	$57,707,364.00
Cost Points Awarded	374	375	334

Total Cost Points Available 375

SCORING SUMMARY
RFP YH23-0093 Specialty Pharmacy Services for Anti-Hemophilia and Other Blood Disorder Medications

	Max Points	Accredo Health Group	CVS Health	InfluCare Rx
METHOD OF APPRAOCH	***425***	263	358	164
COST	***375***	374	375	334
EXPERIENCE & EXPERTISE	***200***	105	171	121
TOTAL SCORE	**1000**	742	904	619

Evaluation Committee Members Attestation: We hereby attest that the points awarded to each offeror listed on this Scoring Sheet were scored in accordance with the established evaluation criteria and represent our best judgment of each offeror's proposal.
As indicated by the scores and the justification in the Executive Summary, our recommendation for contract award is:
NAME OF RECOMMENDED AWARDED VENDOR: **CVS Health**

Lylah-Robin Davis — DocuSigned by: Lylah-Robin Davis B6CA64BB05B849A... 7/12/2023

Samantha O'Neal — DocuSigned by: Samantha O'Neal D5190F30CD134FC... 7/12/2023

Suzanne Berman — DocuSigned by: Suzanne Berman 079052F4C18B4A3... 7/11/2023