



CO L O R A D O

**Department of Health Care
Policy & Financing**

REQUEST FOR INFORMATION

[ENTER CORE ID#]

**Non-Emergent Medical Transport (NEMT) Brokerage
Services**

**THIS IS A REQUEST FOR INFORMATION (RFI) ONLY
THIS IS NOT A FORMAL BID SOLICITATION.**

NO AWARD WILL RESULT FROM THIS RFI.

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SECTION 1.0 OVERVIEW

1.1. PURPOSE OF THIS REQUEST FOR INFORMATION (RFI)

- 1.1.1. The Colorado Department of Health Care Policy and Financing (Department) is issuing this Request for Information (RFI) to receive responses from vendor organizations that provide Non-Emergent Medical Transportation (NEMT) Brokerage Services.
- 1.1.2. The Department seeks to obtain information on methods to improve NEMT services to members in the NEMT Broker service area.

1.2. DEPARTMENT BACKGROUND

- 1.2.1. The Department serves as the Medicaid Single State Agency, as defined by Code of Federal Regulations (CFR) Title 45 Section 205.100 (45 CFR §205.100). The Department develops and implements policy and financing for Medicaid and the Children's Health Insurance Program, called Child Health Plan Plus (CHP+) in Colorado, as well as a variety of other publicly funded health care programs for Colorado's low-income families, children, pregnant women, the elderly and people with disabilities. For more information about the Department, visit www.Colorado.gov/HCPF.
- 1.2.2. The Department is a Covered Entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (United States Code [U.S.C.] Title 42 Sections 1320d through 1320d-8 [42 U.S.C. §1320d – 1320d-8]) and its implementing regulations.
- 1.2.3. The Department operates the Colorado Medicaid Program, known as Health First Colorado, in accordance with the Colorado Medical Assistance Act (Section 25.5-4-104, *et seq.*, C.R.S.) and Title XIX of the Social Security Act. Colorado Medicaid is annually funded from appropriations authorized by the Colorado General Assembly and matched by federal funds.

1.3. BACKGROUND

- 1.3.1. Current NEMT services.
 - 1.3.1.1. Since 2006, a transportation broker has coordinated NEMT for Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, and Larimer Counties. The Department added Weld County to the list of counties served by the transportation broker in 2012. The geographic area covered in the nine front-range counties includes metropolitan, rural, plains and mountain locations. In the remaining 55 counties, the County Departments of Human Services administer NEMT. The Department may consider adding additional counties to the NEMT Broker service area in the future.
 - 1.3.1.2. The NEMT broker serves as the Department's Administrative Services Organization (ASO) for the Department's network of Providers.

- 1.3.2. The Department began a Transportation [Benefits Collaborative](#) in January 2018. The Benefits Collaborative process is the Department’s formal, public, policy development process. The process is used to define coverage policy – what is covered and who can provide/receive covered services – in a manner that is transparent to, and inclusive of, all stakeholders, using evidence-based guidelines. Included in the Transportation Benefits Collaborative topics are content for inclusion in the NEMT Broker Request for Proposals (RFP).
- 1.3.3. The Department anticipates releasing the NEMT Broker RFP by the end of 2018.

SECTION 2.0 INFORMATION REQUESTED

- 2.1.1. The Department is seeking information from vendors on methods to improve NEMT services for Health First Colorado Members. Respondents may reply to any or all of the RFI Responses listed below.

RFI RESPONSE 1. Provide a brief description of the vendor’s organization including experience and expertise as it relates to the information requested and topics covered within this RFI.

RFI RESPONSE 2. Provide details illustrating how the vendor uses current and new technology to ensure provider performance can be verified and ensures members receive timely access to NEMT services. For example, real-time GPS tracking, member access to the assigned driver’s location and ETA, etc.

RFI RESPONSE 3. Provide details of methods used to ensure members are able to access urgent NEMT services. Urgent is defined as less than forty eight (48) hours’ notice.

RFI RESPONSE 4. Provide details regarding integrating your company’s system with government systems, including member-facing apps (i.e., [PEAKHealth Mobile App](#)).

RFI RESPONSE 5. Provide details on methods used to communicate with providers, drivers, and members in real time.

RFI RESPONSE 6. Provide details on how your company overcomes obstacles to providing NEMT in rural and/or mountainous regions.

RFI RESPONSE 7. Provide details on how your company ensures members with limited English proficiency are able to communicate with your staff, the provider, and drivers.

RFI RESPONSE 8. Provide details on methods used to provide gas cards or other reimbursement forms in lieu of checks for personal vehicle mileage reimbursement.

RFI RESPONSE 9. Provide details on how your company provides transportation to members with mental health diagnoses to ensure the safety of the member(s) and drivers.

RFI RESPONSE 10. Provide details on how your company decreases member no-shows.

RFI RESPONSE 11. Provide details on experience with an independent advisory board. What has worked and what have been challenges?

RFI RESPONSE 12. Provide details illustrating experience creating, maintaining, and publishing provider and/or driver report cards and how members can utilize those when requesting NEMT services.

RFI RESPONSE 13. Provide details on how your company coordinates with case managers, care coordinators, social workers, etc.

RFI RESPONSE 14. Provide details illustrating how your company coordinates out-of-state travel.

RFI RESPONSE 15. Provide any item(s) for consideration by the Department that has/have not been requested in RFI RESPONSES 1-14.

SECTION 3.0 ADMINISTRATIVE INFORMATION

3.1. POINT OF CONTACT

3.1.1. The Department's sole point of contact for this RFI is:

3.1.1.1. Ilias Politis

3.1.1.2. Department of Health Care Policy and Financing

3.1.1.3. Purchasing and Contracting Services Section

3.1.1.4. 1570 Grant Street

3.1.1.5. Denver, CO 80203-1818

3.1.1.6. Phone: (303) 866-2381

3.1.1.7. RFPQuestions@hcpf.state.co.us

3.2. NOTICES AND COMMUNICATIONS

3.2.1. All official communication with vendor organizations will be via notices on the CORE Web site at <https://codpa-vss.hostams.com/webapp/PRDVSS1X1/AltSelfService;jsessionid=00007DX5lavpsnQoNcRwuPiYmie:189n1q4b1>. Vendor's can view posted information by clicking on the "Public Access" button. It is the vendor's responsibility to periodically check the Colorado CORE Web site for notices, changes, additional documents or amendments that pertain to this RFI.

3.3. TIMELINE

3.3.1. The timeline for this RFI is as follows:

ACTIVITY	DATE
INQUIRY DEADLINE	xx/xx/xx
RESPONSE SUBMISSION DEADLINE	xx/xx/xx

SECTION 4.0 RESPONSES

4.1. INQUIRIES

4.1.1. Submit all inquiries by electronic mail (e-mail) to RFPPeople@hcpf.state.co.us. The e-mail should include the following:

- 4.1.1.1. The RFI number and title listed in the e-mail subject line.
- 4.1.1.2. The section or line numbering in the RFI that precedes the text on which the inquiry is based. Follow the numbering with the vendor organization's question(s) pertaining to that text in the RFI.

4.1.2. Inquiries received by the Department by the Inquiry Deadline will be responded to by the Department via a posting on the CORE Web site. Inquiries received after the Inquiry Deadline may not be included in the Department's response.

4.2. RESPONSE FORMAT

4.2.1. Submit all responses by e-mail to RFPPeople@hcpf.state.co.us and show the RFI number and title listed in the e-mail subject line.

4.2.2. The responses should:

- 4.2.2.1. Be provided in Microsoft Word and present writing that is self-explanatory on pages that are consecutively numbered in a consistent numbering format.

- 4.2.2.2. Repeat the numbered 'RFI Response' items from the RFI in bold font with the vendor organization's response in unbolded font following the 'RFI Response' item.
- 4.2.2.3. Present attachments, if any, with labels according to the numbered RFI Response item or topic covered within the attachment.

4.3. TERMS AND CONDITIONS

- 4.3.1. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Information about costs and pricing is submitted voluntarily and is non-binding on the respondent. Responses to this RFI will not be considered legal offers nor will they result in an award of any type of contract.
- 4.3.2. The Department is not responsible for any costs incurred by a vendor organization for the development and provision of a response to this RFI.
- 4.3.3. The Department is subject to strict accountability and reporting requirements as a recipient of funds from public sources. Any response or other information provided during a demonstration of a product, system or solution is subject to disclosure by the Department as required by applicable law. The Department makes no agreements or representations of any kind, and expressly disclaims any requirement to maintain the confidentiality of any information provided in response to an invitation to demonstrate a product, system or solution. All material and information provided to the Department in response to the demonstration of a product, system or solution shall become the property of the Department upon receipt and will not be returned.
- 4.3.4. The Department reserves the right to copy any information provided by responding vendor organizations for the purposes of facilitating the Department's review of use of the information.
- 4.3.5. The Department reserves the right to use information or ideas that are provided by responding vendor organizations in the vendor's response or product, system or solution demonstration. By agreeing to demonstrate its product, system or solution the vendor represents that such copying or use of information will not violate any copyrights, licenses, or other agreements with respect to information submitted or product, system or solution demonstrated.