

Evaluation Question – Background Checks	
A.	Vendor must confirm that it will meet the requirements set forth in Section 4.7 Background Checks and disclose the information requested in subsections a)- e).
<div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div style="margin-left: 40px;"> <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </div>	

Evaluation Question – Conflicts of Interest	
B.	Vendor must confirm that it will meet the requirements set forth in Section 4.16 Conflict of Interest and disclose the information requested in subsections a) - e).
<div> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div> <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </div>	

Section 5.2.1 Account Management

Evaluation Question – 100% Dedicated Resources	
1.	<p>Vendor must confirm that it will provide resources that are one hundred percent (100%) dedicated to the Plan as set forth in Section 5.2.1.2.1. The resources should be located in North Carolina and must include the following:</p> <ol style="list-style-type: none"> 1) Account Executive 2) Account Manager 3) Director of Network Management 4) Operations Director 5) Member Services Manager 6) Claims Services Manager 7) Enrollment and Group Set-Up Manager 8) Data Manager 9) Implementation Manager 10) Attorney

	Describe the resources, including experience, that will be provided to the Plan, and approach to meeting the requirements. Attach an organizational chart that clearly shows how the required dedicated resources fit into Vendor's overall organizational structure.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed Vendor's Response: The Vendor must describe any limitation(s) or issue(s) with meeting the requirements. <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response:	

Evaluation Question – As Needed Resources	
2.	Vendor must confirm that it will provide access to other resources at will and as needed as set forth in Section 5.2.1.2.2. Resources must include, at a minimum, the following on an as needed basis: <ul style="list-style-type: none"> 1) Clinical Director 2) Actuary 3) Privacy Officer Describe the resources, including experience, that will be provided to the Plan, and approach to meeting the requirements.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed Vendor's Response: 	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Operations Team

3. Vendor must confirm that it will provide an Operations Team as set forth in Section 5.2.1.2.3 to include the claims, enrollment/EDI, and customer services teams that are one hundred percent (100%) dedicated to the Plan.

Describe the resources, including experience, that will be provided to the Plan, and approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Responsiveness and Transparency	
4.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.1.3.1. Vendor shall:
<p>a. Meet with the Plan as often as daily to resolve issues. This includes having the appropriate staff on the call that are prepared to triage, update, and solution identified issues. This requirement applies to all issues including but not limited to, operational and/or data and reporting issues.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>b. Meet with the Plan within two (2) weeks of new requests or initiatives and bring to the table the resources with the appropriate subject matter expertise and authority to discuss the specific topic(s) requested by the Plan. Meeting topics could include, but would not be limited to, data requests, network and/or Product development, pilots, and other initiatives.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>c. Ensure Vendor teams meet at the State Health Plan office at least weekly.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>d. Once a project or initiative is underway, meet with the Plan within one (1) week of the request and include the resources with the appropriate subject matter expertise and authority to discuss the specific topic(s) requested by the Plan.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>e. Acknowledge all Plan inquiries regarding legal, financial, or operational matters within two (2) hours of request and provide a full response within two (2) State Business Days of the request, unless extended by the Plan. The response shall be received prior to 5:00 p.m. ET.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>f. Provide a full response to Plan inquiries regarding Member and provider matters within twenty four (24) hours of the request, unless extended by the Plan.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p>	

- g. Work with the Plan and other Plan vendors as needed to resolve issues. This includes providing the specific Vendor resources and expertise needed to address the specific issue(s), not just the account management team; and multiple meetings per week prior to and after Go-Live before all Services are normalized.

☐ Confirmed

☐ Not Confirmed

- h. Vendor will keep the Plan informed of changing state and federal rules, mandates or other requirements to ensure compliance, but will not implement any changes without approval from the Plan.

☐ Confirmed

☐ Not Confirmed

- i. Upon request, provide written documents outlining internal processes and procedures and, when requested by the Plan, agree to alter internal processes to meet the needs of the Plan.

☐ Confirmed

☐ Not Confirmed

- j. Upon request, provide detailed cost information on any program offered under this RFP or proposed in the future to the Plan.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.2 Project Management and Integrated Testing

Evaluation Question – Project Management and Integrated Testing	
5.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.2.2. Vendor shall:

1. Provide the Plan with access to its test regions to review test results.

☐ Confirmed

☐ Not Confirmed

2. Provide reports and system mock-ups for the Plan's approval before deploying any customizations for the Plan.

☐ Confirmed

☐ Not Confirmed

3. Ensure there are no data latency issues that would delay initiating any audits with the Plan's Auditors after the first quarter, or any subsequent quarter of operation.

☐ Confirmed

☐ Not Confirmed

4. If during the implementation, a decision is made that Members will need welcome kits, ensure that those kits are mailed prior to January 1, 2028.

☐ Confirmed

☐ Not Confirmed

5. If requested by the Plan, support a readiness review and/or implementation audit at least sixty (60) days prior to January 1, 2028. Vendor shall participate in all readiness review and/or implementation audit activities conducted by the Plan or by Plan vendors to ensure Vendor's operational readiness.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.3 Network Development and Management

Evaluation Question – Network Development and Management - Transparency	
6.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.1 and describe its approach to meeting the requirements.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed Vendor's Response:	
The Vendor must describe any limitation(s) or issue(s) with meeting the requirements. <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response:	

Evaluation Question – Network Development and Management – Travel outside US	
7.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.2. and describe its approach to meeting the requirements.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed Vendor's Response:	
The Vendor must describe any limitation(s) or issue(s) with meeting the requirements. <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response:	

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Evaluation Question – Network Development and Management – Narrow Network Strategy
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8.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.3. and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – UM and payment rules

9.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.4 and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Network Development and Management – Virtual Visits**

10. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.5. and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Transition of Care	
11.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.6. and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div> 	

Evaluation Question – Network Development and Management – local network management team	
12.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.7. and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> 	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Provider credentialing

13. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.8 and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Provider communication

14. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.9 and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Network Development and Management – Provider Reporting**

15. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.10. and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Reimbursement strategy

16. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.11. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Alternative Models of Care

17.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.12 and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div> 	

Evaluation Question – Network Development and Management – Integration and ongoing operations	
18.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.13. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> 	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Risk arrangements

19. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.14. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Provider Portal

20. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.15. and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Network Development and Management – Provider contracts**

21.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.16. and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

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Evaluation Question – Network Development and Management – NPA	
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22.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.17. and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Medical and Payment policies	
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23.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.18. and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – Direct Primary Care

24. Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.19.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Network Development and Management – “hidden providers”	
25.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.20.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Network Development and Management – Provider Call Center	
26.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.21.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Network Development and Management – Capitated Payments	
27.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.3.2.22.
<p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p> <input type="checkbox"/> Vendor has no limitations or issues. </p> <p> <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </p>	

5.2.4 Product and Plan Design

Evaluation Question – Product and Plan Design – Plan Design Features	
28.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.1.a. – h.
<p>a. Apply a copay and a deductible to the same service.</p> <p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>b. Apply a copay based on the providers network tier.</p> <p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>c. Waive the emergency room copay when the Member is admitted for an inpatient stay and/or an observation stay.</p> <p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p>	

d. Apply a different cost-sharing arrangement (deductible, copay, coinsurance, etc.) for each of the following:

1. PCP
2. Specialist.
3. Urgent Care.
4. Emergency Room (ER).
5. Outpatient Surgery.
6. Ambulatory Surgery Center (ASC).
7. Physical Therapy.
8. Occupational Therapy.
9. Speech and Hearing Therapy.
10. Outpatient Behavioral Health.
11. Per Inpatient Confinement.

☐ Confirmed

☐ Not Confirmed

e. Limit benefits by age.

☐ Confirmed

☐ Not Confirmed

f. Limit benefits by occurrence(s).

☐ Confirmed

☐ Not Confirmed

g. Limit benefits by confinement.

☐ Confirmed

☐ Not Confirmed

h. Cross-accumulate the out-of-network out-of-pocket (OOP) with in-network OOP, but not the in-network OOP to the out-of-network OOP.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Product and Plan Design – Tiers- Cross Accumulation	
29.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.2.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Varying Cost Share	
30.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.3.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Four Level PPO Benefit	
31.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.4.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Multitiered Network	
32.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.5.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Three-Level PPO, Tier 1, Tier 2 and Non-Network	
33.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.6.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Product and Plan Design – Three-Level PPO, Teir 1, OOA, and Non Network	
34.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.7.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Product and Plan Design – Cost-Sharing Place of Service	
35.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.8.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Benefit Exceptions	
36.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.9.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Customize and Support Medical Policies	
37.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.10.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Product and Plan Design – Incentive Programs	
38.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.11.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Product and Plan Design – Integrate to deliver Benefits	
39.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.12.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed The Vendor must describe any limitation(s) or issue(s) with meeting the requirements. <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response:	

Evaluation Question – Product and Plan Design – HRA features	
40.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.13.a. – o. Upon request, implement a Health Reimbursement Account (HRA) for Plan Members with each of the following HRA features below:
<p>a. HRA annual balances based on the number of family members enrolled. <i>Example:</i> Subscriber only = \$600 starting balance Subscriber + one (1) Dependent = \$1200 starting balance Subscriber + two (2) or more Dependents = \$1800 starting balance</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>b. Virtual funding that meets all the banking and financial reporting requirements that are outlined in Section 5.2.5 Finance and Banking.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>c. HRA account reconciliation Services to support the Plan’s banking and financial reporting requirements.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p>	

d. Proration that reduces the starting HRA amount for Members who enroll after the beginning of the Benefit Year.

☐ Confirmed

☐ Not Confirmed

e. Ability to add funds to Members' HRA accounts throughout the year based on incentives earned through programs offered by Vendor and by other Plan vendors.

☐ Confirmed

☐ Not Confirmed

f. Automatic claims reimbursement functionality from the HRA.

☐ Confirmed

☐ Not Confirmed

g. Ability to integrate with the Plan's PBM so that pharmacy claims can be processed by the Members' HRA.

☐ Confirmed

☐ Not Confirmed

h. Annual HRA rollover functionality from the HRA.

☐ Confirmed

☐ Not Confirmed

i. Ability to customize the HRA Member portal, as requested by the Plan.

☐ Confirmed

☐ Not Confirmed

j. Ability to customize the HRA Member materials, including system generated letters, as requested by the Plan.

☐ Confirmed

☐ Not Confirmed

k. HRA Administrative Portal that can be accessed by the Plan to run ad hoc reports and review Member level data.

☐ Confirmed

☐ Not Confirmed

l. HRA Debit Card.

☐ Confirmed

☐ Not Confirmed

m. Ability to integrate with Plan's Vendor(s) to receive Member level information via ongoing EDI files to apply virtual HRA incentive funds to Member HRA accounts.

☐ Confirmed

☐ Not Confirmed

n. Ability to provide an HRA on a copay-based plan like the Enhanced PPO Plan (80/20).

☐ Confirmed

☐ Not Confirmed

o. Ability to customize HRA reports, as requested by the Plan.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Product and Plan Design – HSA

41.

Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.14.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Product and Plan Design – Group Medicare Supplement	
42.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.15.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Product and Plan Design – Benefit Implementation	
43.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.4.2.16.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

5.2.5 Finance and Banking

Evaluation Question – Finance and Banking	
44.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.5.2.1-19.
<p>1. Provide detailed, accurate and timely financial reporting related to all financial processes completed on behalf of the Plan.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>2. Manage multiple bank accounts for deposits, and if applicable, disbursements under the Department of State Treasurer.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>3. Complete bank reconciliation for all disbursing accounts.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>4. Track and report receivables as well as earned and unearned revenue on behalf of the Plan.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>5. Provide access to up to three (3) years of historical receipts and claims funding data.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>6. Provide electronic submission of deposit reports and disbursement funding as well as detailed backup documentation to support the transactions.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>7. Provide historical check register detail and receipts as well as claims funding data.</p> <p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p>	

8. Have internal quality control programs and audits that will ensure the accuracy of all financial reporting to the Plan.

☐ Confirmed

☐ Not Confirmed

9. Batch claims and other disbursements for payment via check or automatic clearing house (ACH) from the Plan's bank account on a weekly basis as determined by the Plan.

☐ Confirmed

☐ Not Confirmed

10. Hold payment of weekly claims and other disbursements until funding is authorized and requisitioned by the Plan.

☐ Confirmed

☐ Not Confirmed

11. Limit the aggregate dollar amount of claims paid each week if requested by the Plan to manage cash flow.

☐ Confirmed

☐ Not Confirmed

12. Deposit checks received into the Plan's bank account within twenty four (24) hours of receipt to comply with the State's banking and cash management requirements.

☐ Confirmed

☐ Not Confirmed

13. Provide a daily reporting package of deposited receipts as required by the Plan (see Section 5.2.11 Reporting).

☐ Confirmed

☐ Not Confirmed

14. Provide a weekly reporting package of claims and other disbursement as required by the Plan (see Section 5.2.11 Reporting).

☐ Confirmed

☐ Not Confirmed

15. Customize the reporting of any deposits, disbursements, or other financial transactions as required by the Plan.

☐ Confirmed

☐ Not Confirmed

16. Notify and report on all warrants/checks to be escheated prior to the submitting state filings, and if required by the Plan, adhere to a prior approval process for escheats.

☐ Confirmed

☐ Not Confirmed

17. Recommend uncollectible accounts for write-off and adhere to a prior approval process.

☐ Confirmed

☐ Not Confirmed

18. Notify and consult with the Plan at least sixty (60) days in advance, or as soon as practical, of any system or business process change as it relates to handling, processing or reporting of the Plan's financial transactions.

☐ Confirmed

☐ Not Confirmed

19. Process ad hoc check requests, such as a settlement check to a Member, as requested by the Plan.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.6 Member Experience

Evaluation Question – Member Experience – Member Portal	
45.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.1 and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Group Names	
46.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.2 and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> 	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Customize materials

47. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.3 and describe its approach to meeting the requirements. Include in the description specifics about what can and cannot be customized.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Group Names	
48.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.4 and describe its approach to meeting the requirements. Include in the description screen shots of Vendor’s current provider portal including how members search for providers by specialty and by procedure/service.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor’s Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	
Evaluation Question – Member Experience – Cost Comparison Tool	
49.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.5 and describe its approach to meeting the requirements. Include in the description, screen shots and information about how the Plan can customize this tool.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor’s Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Response time to Members

50. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.6.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Return Address

51. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.7.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Hours of Operation – Open Enrollment (OE)

52. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.8.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Non-English Speaking Services	
53.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.9 and describe its approach to meeting the requirements. Include in the description what languages are available.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Telecommunications Device for Deaf (TTY) Services	
54.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.10 and describe its approach to meeting the requirements. Include in the description other Services the Vendor may offer this population.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Recorded Calls

55. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.11.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Call notes

56. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.12.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Member Experience – Call Notes to Members**

57.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.13.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Call Reports

58. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.14.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Escalation Team

59. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.15.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Vendor Error	
60.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.16.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Member Experience – Single sign-on	
61.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.17.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience –Virtual Chat	
62.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.18 and describe its approach to meeting the requirements. Include in the description how Vendor staffs virtual chats (e.g with humans, artificial intelligence (AI) etc.)
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Branding

63. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.19.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Dependent portal access	
64.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.20.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Virtual ID	
65.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.21.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Member Data from Providers

66. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.22.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Routine Calls with Plan and Vendors

67. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.23.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Member Experience – Member Satisfaction Survey**

68.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.24.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Other Surveys

69. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.25.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – OE events

70. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.26.

☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Member and/or HBR Training

71.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.27.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Wellness Fairs	
72.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.28.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Biometric Screenings	
73.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.29.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Interpreters

74. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.30.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Development of Plan Materials

75. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.31.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Benefit Booklet Reviews	
76.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.32.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Member Experience – Communication Materials Members/Providers	
77.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.33.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Member Experience – Non-Discrimination Notices	
78.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.34.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Member Experience – Suppression of Member Communication

79. Vendor must confirm that it will meet the requirements set forth in Section 5.2.6.2.35.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.7 Medical Management

Evaluation Question – Medical Management – Medical Policies

80.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.1.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Medical Management – Medical Management Initiatives

81.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.2.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

82.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.3.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Medical Management – Member Identification and Engagement

83. Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.4.a – c.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Medical Management – Integration for Care Management

84. Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.5.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

85.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.6.
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☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Medical Management – PBM Data Integration or Other Plan Vendors

86.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.7.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Medical Management – PBM Coordination**

87.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.8.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

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88.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.7.2.9.
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☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has limitations or issues as described in the following response:

5.2.8 Enrollment, EDI, and Data Management

89.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.1 and describe its approach to meeting the requirements. Include in
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	the description screen shots of the information available to the Plan via the Vendor's current employer portal and the steps required for Plan staff to access the employer portal.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Monthly Claims and Provider Data Files	
90.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.2 and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor's Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Effective Dates

91. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.3 and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Manual updates to correct enrollment record

92. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.4.

☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Plan Eligibility	
93.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.5.
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed The Vendor must describe any limitation(s) or issue(s) with meeting the requirements. <input type="checkbox"/> Vendor has no limitations or issues. <input type="checkbox"/> Vendor has limitations or issues as described in the following response:	

☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Standard and Custom Files
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94.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.6.
<p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p> <input type="checkbox"/> Vendor has no limitations or issues. </p> <p> <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </p>	

Evaluation Question – Enrollment, EDI, and Data Management – pass-through rate	
95.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.7.
<p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p> <input type="checkbox"/> Vendor has no limitations or issues. </p> <p> <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </p>	

Evaluation Question – Enrollment, EDI, and Data Management – Processing Files	
96.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.8.

☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Concurrent File Transmission	
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97.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.9.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – “Change” Records	
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98.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.10.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – “Terminated” and “Add” Transactions

99.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.11.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Data Exchange

100.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.12.
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☐ Confirmed☐ Not Confirmed

Vendor's Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Enrollment, EDI, and Data Management – Copy of Outbound Files**

101.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.13.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Re-use Business Rules	
102.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.14.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Thresholds to Reject Files	
103.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.15.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – 98% Load Rate	
104.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.16.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Manual Load	
105.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.17.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Notice to Plan	
106.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.18.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Multiple Member ID Numbers	
107.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.19.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Unique/Primary ID
--

108.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.20.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Enrollment, EDI, and Data Management – Sending Unique/Primary ID	
109.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.21.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Enrollment, EDI, and Data Management – Retroactive Effective Dates	
110.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.22.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Adjust Effective or Termination Dates that Cross Years	
111.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.23.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Meet with Plan Vendors Weekly	
112.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.24.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Store PCP Selection	
113.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.25.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Notice to Providers of PCP Selection

114. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.26.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Support OE

115. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.27.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Support Multiple OEs	
116.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.28.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Vary OE by Group and/or Product	
117.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.29.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Receive Member Enrollment Prior to OE

118. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.30.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Member Elections EES Vendor After OE

119. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.31.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – ID Card Production/Distribution

120. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.32.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Certificates of Creditable Coverage (CCC)

121. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.33.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Certificates of Creditable Coverage (CCC)

122. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.34.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Certificates of Creditable Coverage (CCC)

123. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.35.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – 1095-B Forms	
124.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.36.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Enrollment, EDI, and Data Management – 1095-B Support	
125.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.37.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Enrollment, EDI, and Data Management – 1095-B Duplicates	
126.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.38.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – File 1094 and 1095-B Forms	
127.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.39.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – File1095-B Corrections

128. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.40.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Hold Claims Non-Payment of Premium

129. Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.41.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Enrollment, EDI, and Data Management – Monthly claims file	
130.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.42.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Reference Tables and Data Dictionaries	
131.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.43.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Enrollment, EDI, and Data Management – Medicare Repricing	
132.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.8.2.44.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

5.2.9 Claims Processing and Appeals Management

Evaluation Question – Claims Processing and Appeals Management – 10 Years Claims History	
133.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.1.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Processing and Appeals Management – Compliance Reporting

134. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.2.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Attorney General

135. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.3.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Timely Processing

136. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.4.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – System Edits

137. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.5.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Claim Payment	
138.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.6.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Claims Processing and Appeals Management – Claim Payment of \$100,000.00 and Over	
139.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.7.
<p><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p><input type="checkbox"/> Vendor has no limitations or issues.</p> <p><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</p>	

Evaluation Question – Claims Processing and Appeals Management – Support Medicare Direct Claims

140. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.8.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Coordination of Benefits

141. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.9.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – State and Federal Requirements

142. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.10.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Compliant EOBs

143. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.11.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – EOB Access	
144.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.12.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Processing and Appeals Management – EOBs 18 years or Older	
145.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.13.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Processing and Appeals Management – EOBs for Dependents

146. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.14.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Electronic EOBs

147. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.15.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – Combined EOBs

148. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.16.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Processing and Appeals Management – PCP “Gatekeeper”

149. Vendor must confirm that it will meet the requirements set forth in Section 5.2.9.2.17.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.10 Claims Audit, Recovery, and Investigation

Evaluation Question – Claims Audit, Recovery, and Investigation - OSA	
150.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.1.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation- Multiple Audits	
151.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.2.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Auditor Access	
152.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.3.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – On-Site Office Space	
153.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.4.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Customize Audit Reports

154. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.5.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation -Claims Files to Auditors

155. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.6.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation -Audit Response	
156.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.7.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Corrective Action Plan	
157.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.8.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Impact Reports	
158.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.9.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Overpayment Liability	
159.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.10.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation -Plan Approval of Settlements

160.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.11.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Claims Audit, Recovery, and Investigation -Third-Party Liability Support**

161.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.12.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation – Recovery Reports	
162.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.13.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation -Customize Recovery or Investigation Reports	
163.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.14.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Debt Collection	
164.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.15.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Adjustment of Claims	
165.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.16.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Member Payment Plan

166. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.17.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation – Payment Plan Retirement

167. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.18.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation - Default	
168.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.19.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Review of Internal Processes	
169.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.20.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – Provide Workflows, etc.

170.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.21.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Claims Audit, Recovery, and Investigation -Process Improvement**

171.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.22.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation – Recovery Reports	
172.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.23.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation -Cost Savings	
173.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.24.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Claims Audit, Recovery, and Investigation – No Charge for Adjustments

174. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.25.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Claims Audit, Recovery, and Investigation – Plan Specific Reporting

175. Vendor must confirm that it will meet the requirements set forth in Section 5.2.10.2.26.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

5.2.11 Reporting

Evaluation Question – Reporting – Online Reporting Tool	
176.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.1.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Reporting – Format	
177.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.2.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Reporting – Customize Reports

178. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.3.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Combined Claims and Financial Data

179. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.4.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Email Reports

180.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.5.
<p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p> <input type="checkbox"/> Vendor has no limitations or issues. </p> <p> <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </p>	

Evaluation Question – Reporting – Ad Hoc Reports	
181.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.6.
<p> <input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed </p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <p> <input type="checkbox"/> Vendor has no limitations or issues. </p> <p> <input type="checkbox"/> Vendor has limitations or issues as described in the following response: </p>	

Evaluation Question – Reporting – Benchmarks	
182.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.7.

☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Reporting – Enterprise Level Reports**

183.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.8.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Reporting – Collaboration with Plan Staff, Consultants, etc.**

184.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.9.
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☐ Confirmed☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Collaboration on Custom Reports and Analytics

185. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.10.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Methodology and Data Logic

186. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.11.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Stratification

187. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.12.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Enrollment Reports

188. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.13.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Banking and Finance Reports

189. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.14.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Financial Reports

190. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.15.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Claims and Appeals Reports

191. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.16.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Network Reports

192. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.17.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Medical Management Reports

193. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.18.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Utilization Management Reports

194. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.19.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Specialty Pharmacy Reports

195. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.20.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Customer Experience Reports

196. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.21.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Recovery and Special Investigation Reports

197. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.22.

☐ Confirmed

☐ Not Confirmed

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Historical Data

198. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.23. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Data Validation and Reconciliation

199. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.24. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Audit Trails	
200.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.25. and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Reporting – Trend Analysis Reports	
201.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.26. and describe its approach to meeting the requirements.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Shifts in Utilization, Cost and Member Outcomes

202. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.27. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Reporting – Stratifications by Geography, etc.

203. Vendor must confirm that it will meet the requirements set forth in Section 5.2.11.2.28. and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

5.2.12 Optional Services

Evaluation Question – Population Health Services -Portal

204.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.1. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.
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☐ Confirmed☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Population Health Services - Programs

205. Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.2. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Population Health Services – Collaboration with Plan

206.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.3. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question – Population Health Services – Coaching Services	
207.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.4. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement. Include in the description the educational and training requirements of the staff providing the services.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Population Health Services – Outreach and Intervention

208. Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.5. and describe its approach to meeting the requirements. Vendor must specifically address each subsection within the requirement. Include in the description how Members are identified for outreach and intervention for disease management, case management or health coaching Services that will incorporate the member's lifestyle, education level, socioeconomic factors, health and wellness behaviors, attitudes, and values. This should include but is not limited to: a) Triage, assessment and intervention following clinical protocols; b) Education about treatment options; c) Appropriate referrals for case management and/or disease management or other available resources (weight loss programs, diabetes prevention programs, smoking cessations, value based programs, etc.)

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Population Health Services – Targeted or Specialty Care Management Programs

209. Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.6. and describe its approach to meeting the requirements.

☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Population Health Services – New Programs

210. Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.7. and describe its approach to meeting the requirements.

☐ Confirmed☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:**Evaluation Question – Population Health Services – Member Health**

211.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.12.2.8. and describe its approach to meeting the requirements.
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☐ Confirmed☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.☐ Vendor has limitations or issues as described in the following response:

5.2.13 Additional Optional Services

Evaluation Question – Additional Optional – Worksite or Other Site Clinics	
212.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.13.2. and describe its approach to meeting the requirements. Include in the description whether a subcontractor will be used.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

Evaluation Question –Other Optional Services	
213.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.13.3. and describe its approach to meeting the requirements. Include any costs for these services in the Cost Proposal.
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p> <p>The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.</p> <div><input type="checkbox"/> Vendor has no limitations or issues.</div> <div><input type="checkbox"/> Vendor has limitations or issues as described in the following response:</div>	

5.2.14 Transition of Services

Evaluation Question – Transition of Services	
214.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.14.2.1
<div><input type="checkbox"/> Confirmed <input type="checkbox"/> Not Confirmed</div> <p>Vendor Response:</p>	

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Transition of Services

215.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.14.2.2.
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☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response:

Evaluation Question – Transition of Services

216.	Vendor must confirm that it will meet the requirements set forth in Section 5.2.14.2.3.
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☐ Confirmed

☐ Not Confirmed

Vendor Response:

The Vendor must describe any limitation(s) or issue(s) with meeting the requirements.

☐ Vendor has no limitations or issues.

☐ Vendor has limitations or issues as described in the following response: