	<p align="center"><b>State of South Carolina</b></p> <p align="center">Request for Information</p>	Solicitation: Date Issued: Procurement Officer: Phone: E-Mail Address: Mailing Address:	RFI 2018-01 12/13/2018 MICHELE MAHON 803-898-1863 <a href="mailto:michele.mahon@scdhhs.gov">michele.mahon@scdhhs.gov</a> SCDHHS Attn: Procurement 1801 Main Street J6 Columbia SC 29201
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DESCRIPTION: **External Quality Review (EQR)**

USING GOVERNMENTAL UNIT: **Department of Health & Human Services**

SUBMIT YOUR RESPONSE TO: [michele.mahon@scdhhs.gov](mailto:michele.mahon@scdhhs.gov)

SUBMIT RESPONSE BY (Date/Time): **01/09/2019 15:00:00**

NUMBER OF COPIES TO BE SUBMITTED: **One (1) via email** (see “*Submit Your Response*” To [michele.mahon@scdhhs.gov](mailto:michele.mahon@scdhhs.gov))

NAME  (full legal name of business)	No award will be issued. This is a request for information only.
TITLE  (business title)	

The South Carolina Department of Health and Human Services (SCDHHS) is seeking information, via this Request for Information (RFI), to inform a potential future procurement for the provision of External Quality Reviews (EQR) for Managed Care Organizations (MCOs) under contract with SCDHHS.

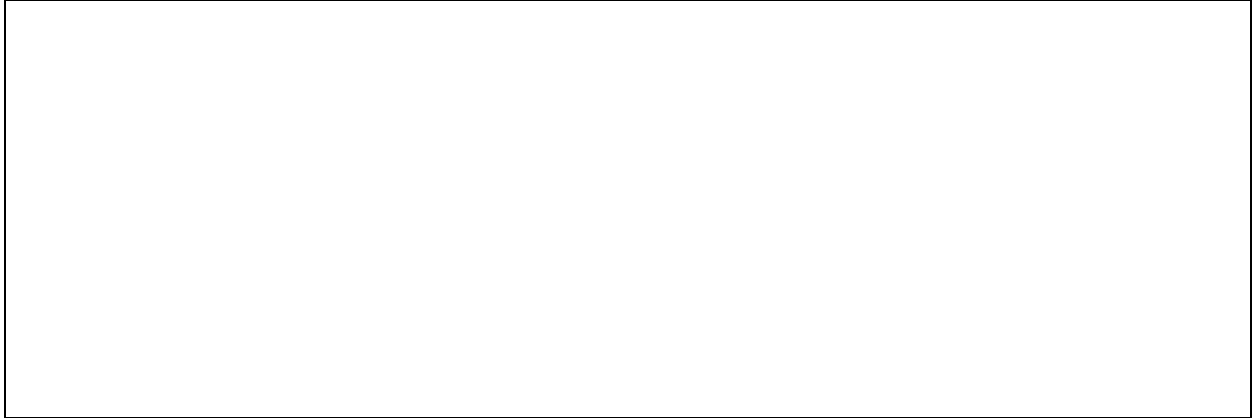
SCDHHS is interested in understanding how organizations that offer, or could potentially offer, EQRO services are currently innovating, planning to innovate, or could propose to innovate the role of the EQRO beyond mandatory activities, or even beyond conventional optional activities, to achieve an even more comprehensive approach to quality and performance improvement. SCDHHS is interested in both including optional EQRO activities, as described at 42 CFR 438.358 and potentially including other performance monitoring activities, such as those described at 42 CFR 438.66, 42 CFR 438.602(e), and other state responsibilities contained within Part 438. In exploring this expanded role, SCDHHS is interested in a comprehensive approach to performance management and improvement across the quality, financial, and operational domains.

SCDHHS is requesting information to serve as research for future solicitations. No award will come from this RFI.

Please provide detailed responses to the questions below. Additional information or results from EQRs may be included in the Additional Information section below.

1. Describe best-in-class approaches and processes related to the execution of the mandatory and optional activities as outlined in 42 CFR §438.350 through §438.370. What innovations have occurred within the EQRO marketplace in recent years that SCDHHS should consider in developing a solicitation?
2. With regards to the quality performance measurement, describe:
  - a. Best practices in defining and measuring performance.
  - b. Capabilities that an EQRO should exhibit related to quality metrics (e.g.: the ability to evaluate HEDIS measures on sub-populations, CMS Core measures, etc.).
3. Describe the experience and expertise necessary to successfully develop and administer a quality rating system (QRS)?
4. In addition to those items specifically articulated 42 CFR 438.358, what activities from Part 438 should be included in the EQRO relationship? What other services or activities fall naturally within the work conducted by and EQRO? If possible, please provide examples of these activities being conducted in other states.
5. What types of MCO financial reviews lend themselves to review through the EQRO relationship? What experience and expertise are necessary to conduct these reviews? *Note: SCDHHS does not intend to focus on reviews of financial information that is already audited and reported through other channels, such as Department of Insurance submissions.*
6. SCDHHS requires that MCOs issue a percentage of provider payments through reimbursement methodologies that are consistent with the Health Care Payment Learning & Action Network (LAN) Alternate Payment Model (APM) Framework {insert link to P&P section}. Please describe EQR potential in validating MCO APM provider payments. In what other ways should the EQRO be involved in the Department's payment reform approaches?
7. MCOs in the South Carolina Medicaid market are required to maintain NCQA Health Plan Accreditation. SCDHHS is interested in pursuing the provisions of 42 CFR 438.360 and foregoing some of the more straightforward compliance activities that are included as part of this accreditation. Identify any best practices and potential consequences that SCDHHS should be aware of in pursuing this approach.
8. Other than the qualifications required pursuant to 42 CFR 438.354, what are the minimum qualifications necessary for a contractor to successfully perform the functions described in this RFI?
9. What is the preferred pricing methodology for this scope of services (e.g. fixed fee, fee per MCO, some combination thereof, etc.)?
10. SCDHHS strongly desires a coordinated approach to the performance measurement and improvement activities articulated in this RFI. Is it reasonable to procure the requisite expertise across the clinical, financial, and operational domains through a single solicitation? Is there better approach that would ensure a balance of best-in-class expertise and coordination?
11. SCDHHS invites other comments regarding the solicitation of these services.

Additional Information:

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**Responses to this RFI are due no later than 1/03/2019 at 3:00 PM ET and shall be submitted to [michele.mahon@scdhhs.gov](mailto:michele.mahon@scdhhs.gov).**