

Addendum 2
STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
NON-EMERGENCY MEDICAL TRANSPORTATION
Request for Proposals
NEMT _RFP_10162023

The State of Connecticut Department of Social Services is issuing **Addendum 2** to the NEMT _RFP_10162023.

Addendum 2 contains:

- A.** Correction to Addendum 1, Section A. Revisions, Item 1. The correction shall amend the referenced Subsection in the RFP.
- B.** Corrections to Addendum 1, Section B. Questions and Responses. The corrections shall amend the numbering of questions submitted and revise the title of Subsection IV.I. Required Proposal Submission Outline & Requirement to Section IV.I. Main Proposal Submission Requirements To Submit A Responsive Proposal.
- C.** Addendum Acknowledgment Sheet to be signed and returned by Respondents as per RFP Section I.C.11. Inquiry Procedures.

In the event of an inconsistency between information provided in the RFP, Addendum 1, and information in this response, the information in Addendum 2 shall control.

A. REVISIONS

The following section of the RFP has been revised to correct the referenced subsection of the RFP as follows:

- 1. Section IV. Required Proposal Submission Outline & Requirements, Subsection I.3. Financial Requirements, Item d. NEMT Budget shall be revised to read as follows:**

NEMT Budget (25 points)

The Department's approved budget for the administration and operation of the NEMT program during the period April 1, 2024 through September 30, 2027 shall not exceed: \$200,346,929, including the budget for Implementation/Start Up.

The budget for the Implementation/Startup period of April 1, 2024 through September 30, 2024 shall not exceed \$2,827,350. The budget for the Implementation/Start-Up period should be reported in Columns C and D in the "Total Budget" tab of the NEMT RFP Budget Template.

The annual budget for Years 1 through 3 covers the period of October 1, 2024 through September 30, 2027 and includes the annual operational budgets and detailed salaries, wages, and fringe benefits.

To submit a responsive proposal, the Respondent must submit a completed [NEMT RFP Budget Template](#). The Respondent must complete the [NEMT RFP Budget Template](#) in accordance with the [NEMT RFP Budget Instructions](#) embedded hereto as hyperlink.

NEMT RFP Budget Instructions: Complete only the **yellow highlighted cells**. Other than inserting rows, do not modify the budget template. Scoring will be based on the figures included within the budget summary worksheet. Please ensure those figures are accurate before submitting the cost proposal. Please also refer to Section I.B. of the RFP for definitions.

B. QUESTIONS AND RESPONSES:

1. **Question:** **General:** Medicaid Membership: What is the Department's projected Medicaid membership for year 1, year 2 and year 3 of this program?

Response: The budget template includes the projected total member months for each year on the "Assumptions and Budget Summary" tab. DSS has revised the budget template with updated estimates based on the current enrollment through 9/30/2023. Please refer to Section A. Revisions, Item 1 of Addendum 2.

2. **Question:** **General:** Covered CT: Are Covered CT Members counted in Medicaid membership?

Response: Yes.

3. **Question:** **General:** Covered CT: Are Covered CT Members included in Medicaid eligibility files used for NEMT? Or are there two separate eligibility files?

Response: There will be one eligibility file that will include both Medicaid and Covered CT.

4. **Question:** **General:** Covered CT: Are NEMT claims for Covered CT Members submitted in the same file as claims for Medicaid members?

Response: The awarded contractor is not expected to submit claims to the Medicaid Management Information System ("MMIS"), but will be required to provide trip data. The Department expects the awarded contractor to submit trip data for Medicaid and Covered CT in one file.

5. **Question:** **General:** Covered CT: Will NEMT for Covered CT Members require reporting separately from Medicaid members?

Response: The Department expects the awarded vendor to submit trip data for Medicaid and Covered CT in one file.

6. **Question:** **General:** Will the Department please provide projected membership by month for 2024, 2025, and 2026.

Response: Please see the estimates in the table below. Note: These are estimates only and are based on the actual enrollment through September 30, 2023.

	HUSKY A	HUSKY C	HUSKY D	Covered CT	Total Member Months	Total by Contract Period
Apr-24	513,340	77,187	328,258	28,416	947,202	
May-24	512,478	77,070	327,692	29,553	946,793	
Jun-24	511,616	76,762	327,126	30,440	945,944	
Jul-24	511,889	77,038	327,305	31,048	947,280	
Aug-24	512,162	77,078	327,484	31,359	948,083	
Sep-24	512,435	77,118	327,663	31,673	948,888	5,684,190
Oct-24	512,708	77,158	327,842	31,989	949,697	
Nov-24	512,981	77,198	328,021	32,309	950,509	
Dec-24	513,254	76,887	328,200	32,632	950,973	
Jan-25	513,527	77,188	328,379	32,959	952,053	
Feb-25	513,800	77,228	328,558	33,288	952,874	
Mar-25	514,073	77,268	328,737	33,621	953,699	
Apr-25	514,346	77,308	328,916	33,957	954,527	
May-25	514,619	77,348	329,095	34,297	955,359	
Jun-25	514,892	77,051	329,274	34,640	955,857	
Jul-25	515,167	77,326	329,450	34,928	956,871	
Aug-25	515,442	77,368	329,626	35,219	957,655	
Sep-25	515,717	77,410	329,802	35,513	958,442	11,448,516
Oct-25	515,992	77,452	329,978	35,809	959,231	
Nov-25	516,267	77,494	330,154	36,107	960,022	
Dec-25	516,542	77,184	330,330	36,408	960,464	
Jan-26	516,817	77,485	330,506	36,712	961,520	
Feb-26	517,092	77,527	330,682	37,018	962,319	
Mar-26	517,367	77,569	330,858	37,326	963,120	
Apr-26	517,642	77,611	331,034	37,637	963,924	
May-26	517,917	77,653	331,210	37,951	964,731	
Jun-26	518,192	77,356	331,386	38,267	965,201	
Jul-26	518,467	77,631	331,562	38,586	966,246	
Aug-26	518,742	77,672	331,738	38,907	967,059	
Sep-26	519,017	77,713	331,914	39,232	967,876	11,561,711
Oct-26	519,292	77,754	332,090	39,559	968,695	
Nov-26	519,567	77,795	332,266	39,888	969,516	
Dec-26	519,842	77,484	332,442	40,221	969,989	
Jan-27	520,117	77,785	332,618	40,556	971,076	
Feb-27	520,392	77,826	332,794	40,894	971,906	
Mar-27	520,667	77,867	332,970	41,235	972,739	
Apr-27	520,942	77,908	333,146	41,578	973,574	
May-27	521,217	77,949	333,322	41,925	974,413	
Jun-27	521,492	77,652	333,498	42,274	974,916	
Jul-27	521,767	77,928	333,674	42,626	975,995	
Aug-27	522,042	77,969	333,850	42,982	976,843	
Sep-27	522,317	78,010	334,026	43,340	977,693	11,677,356

7. Question: General: Given the Technical Proposal page limitations, when repetitive questions are asked, is it acceptable to respond at length in one area and summarize the answer in repetitive

areas? For example, a description of a vendor's complaint process is requested under Technical Proposal Section b. Customer Service Center (questions 13 and 14); and Section e. Quality Assurance and Complaint Resolution.

Response: Submitted proposals must conform to the requirements of the RFP. Please refer to Section IV. I. Main Proposal Submission Requirements To Submit A Responsive Proposal.

8. **Question:** **General:** Does the Department anticipate any significant changes to trip volume as a result of Medicaid redetermination?

Response: No significant changes are anticipated to trip volume as a result of Medicaid redeterminations.

9. **Question:** **Page 15, Section 12. Proposal Due-Date and Time.** Given the complexity of this Procurement and the NEMT program in Connecticut, and the approaching holiday season, will the Department extend the Proposal Due Date to 2/1/2024?

Response: Please refer to the requirements of the RFP, Section I.C.12. Proposal Due-Date and Time, Section I.C.11 Inquiry Procedures, and Section II.D.2 Amending or Canceling RFP. Every change to the RFP will be stated through an Addendum and posted in the CTSource state portal.

10. **Question:** **Page 16, Section 12. Proposal Due-Date and Time.** Will the Department accept electronic signatures on the proposal and required documents?

Response: Yes. However, proposals submitted must comply with the requirements of the RFP, Section I.C.12. Proposal Due-Date and Time.

11. **Question:** **Page 23, D. Rights Reserved to the State, 5. Sole Property of the State.** If the state reserves the right to publish any portion of any submission, will redactions be allowed and preserved for those sections containing proprietary information?

Response: Please refer to the requirements of this RFP, Section I.C.14. Claim of Exemption from Disclosure.

12. **Question:** **Page 23, Section II. Mandatory Provisions / D. Rights Reserved to the State (5).** If the state reserves the right to publish any portion of any submission, will redactions be allowed and preserved for those sections containing proprietary information?

Response: Please refer to the requirements of this RFP, Section I.C.14. Claim of Exemption from Disclosure.

13. **Question:** **Page 30, C. Scope of Work, 1 Program Scope, b. Customer Service Center.** Please clarify that call center services may be subcontracted.

Response: Please refer to the requirements of the RFP, Section III.C.1.b Customer Services Center and Section IV.I.2.h. Subcontractor.

14. **Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, 1. Will you supply data on Ground and air ambulance transports that have resulted in the contractor paying for the trip prior to reimbursement for the most recent Calendar or Fiscal Year?

Response: For Calendar Year 2022 – Ground ambulance costs were \$56,557.11 and paid directly by the Contractor prior to reimbursement by the Department. Air Ambulance costs were paid by the Department directly.

15. **Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, 1. Will mileage reimbursement for use of personal vehicles include independent drivers, friends/family of member, and self-transporting members who lack funding for fuel? What credentialing will be required for mileage reimbursement drivers of each type?

Response: Independent drivers will not be part of the mileage reimbursement program. For all other drivers, please refer to the requirements of the RFP, Exhibit A-3 NEMT, Statement of Work. Transportation Vehicle Standards and Exhibit A-4 NEMT, Statement of Work. Driver Conduct.

16. **Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, 1. Will credentialing expectations be the same for taxis as for contracted transportation providers?

Response: Please refer to the requirements of the RFP, Exhibit A-3 NEMT, Statement of Work. Transportation Vehicle Standards and Exhibit A-4 NEMT, Statement of Work. Driver Conduct.

17. **Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models. Please confirm that the vendor is not responsible for supplying attendants for the transport of members to/from nursing homes and behavioral health appointments.

Response: The vendor is not responsible for supplying attendants for the transport of members.

18. **Question:** Page 31, Section III. C. Scope of Work, 1. Program Scope, c. NEMT Models. Will the Department accept Transportation Network Companies (e.g., Uber or Lyft) as an eligible mode of member transport?

Response: Please refer to the requirements of the RFP, Exhibit A-3 NEMT, Statement of Work. Transportation Vehicle Standards and Exhibit A-4 NEMT, Statement of Work. Driver Conduct.

19. **Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, (2) NEMT Payment Model, A. Given the requirement that any surplus in PMPM may not be used to cover administrative costs, will any surplus be required for reimbursement to the State?

Response: Yes. Any surplus may be counted toward the performance pool; however, any amount above 5% will be included in the annual reconciliation and returned to the Department.

- 20. Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, (2) NEMT Payment Model, A. Since any surplus in PMPM may not be used to cover administrative costs, if the broker is required to reimburse a surplus, will any deficit be compensated by payments from the State?

Response: No. The selected vendor is at-risk but will hopefully be able to manage trip costs within the allotted PMPM.

- 21. Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models, (2) NEMT Payment Model, B. How will surplus/deficits be handled under this model?

Response: Please see responses to Question#19 and Question#20 above.

- 22. Question:** Page 31, C. Scope of Work, 1. Program Scope, c. NEMT Models. As current market forces (e.g., inflation, pandemic, etc.) drive instability in labor markets and fluctuations in prices, would the State be open to an allowance for repricing if the PMPMs proposed are materially affected?

Response: The PMPM rate is determined at the start of the contract and for the duration of the contract.

- 23. Question:** Page 31. Is the mileage reimbursement rate set by the state or does the broker set the rate reimbursed to the member?

Response: The broker sets the mileage reimbursement in compliance with Federal rates set forth under Centers for Medicare & Medicaid Services (“CMS”) guidelines.

- 24. Question:** Page 34, C. Scope of Work, 1. Program Scope, d. Additional Services. Can you please supply data, including reimbursement amounts, on non-Medicaid covered transportation services that have been provided by the current vendor?

Response: All transportation services are Medicaid covered services.

- 25. Question:** Page 36, I. Main Proposal Submission Requirements To Submit a Responsive Proposal. This section states that respondents may not reference another section within their proposal, but instead must provide each response as a stand-alone answer. In consideration of the Department's page limits, as well as in the interest of submitting the most clear, concise, and engaging proposal possible, we respectfully ask the Department to remove this requirement. Prohibiting respondents from referencing other sections within their proposals will lead to unnecessary repetition of information. For example, on page 36, 1. Technical Proposal, b. Customer Services Center, questions 1, 3, and 4, all ask the respondent to describe various ways in which they provide access to NEMT and to the call center. Furthermore, questions 5 and 6 in this same section both contain elements asking the respondent to describe staffing and phone

system capabilities. It would be difficult to answer these questions without restating some of the same information.

Response: Submitted proposals must conform to the requirements of the RFP. Please refer to Section IV. I. Main Proposal Submission Requirements To Submit A Responsive Proposal.

- 26. Question: Page 37, B. Customer Services Center, #7.** Bilingual Staff: Will the Department provide a list of languages spoken, other than English, for which the Contractor should provide bilingual staff?

Response: The Broker will have to contract with a Translation service to provide translation services for multiple languages. The Department can also provide a list of languages spoken other than English to the extent that the data is captured.

- 27. Question: Page 37, B. Customer Services Center, #12.** Please clarify how the respondent is expected to provide pricing for these innovative solutions. Should it be included with the proposal submission, or will it be negotiated at a later date? Without any scope or utilization data, how will you compare pricing on this or compare pricing if the other respondents do not price this type of solution into their response?

Response: Please provide pricing for the innovative solutions with the submitted proposal. The Department will determine comparison methodology based on the submitted proposals. Provide a high-level estimate based on the member data provided. Our assumptions and methodology will be documented.

- 28. Question: Page 37, B. Customer Services Center, #12. Social Determinants of Health:** Does this program and contract include managing transportation to non-medical destinations for social determinants of health trips? If so, will the Department provide a list of eligible destinations, trip purposes and for which Members?

Response: This will be discussed during the negotiation phase for the contract.

- 29. Question: Page 37, Section IV.I.1.b. Customer Services Center, #14.** Describe the Respondent's methodology for reviewing and resolving individual complaints from Members and healthcare providers, identifying the timelines for each step of the process." Would the department clarify what differences you are looking for in response to each of these two questions to ensure efficient use of the page limitations?

Response: The prospective Respondents are required to demonstrate a fully documented customer complaint and resolutions process.

- 30. Question: Page 37-38, 1. Technical Proposal, d. Transportation Services, (1-2).** Inflationary pressures have necessitated right-sizing provider reimbursement to offset the impact of increased costs. Will the State give special consideration to brokers with processes already in place to right-size provider reimbursement?

Response: The proposals will be scored based only on the criteria set forth in the NEMT RFP. Please refer to the requirements of the RFP, Section IV.I. Main Proposal Submission Requirements To Submit A Responsive Proposal.

31. **Question:** Page 38, Section IV.I.1. Technical Proposal, d. Transportation Services, (2). Can the sample provider contract, the bidder's list of contracts, and the bidder's list of claims and legal actions be included as attachments rather than in the technical response? Collectively, these documents comprise over 40 pages, and including them within our response will greatly impact our ability to provide comprehensive responses while staying within the required page limit.

Response: Please refer to the requirements of the RFP, Section I.D.5. Attachments.

32. **Question:** Page 39, 1. Technical Proposal, d. Transportation Services, (16). In other states, transportation brokers have been successful in decreasing rider no shows by implementing a series of warnings to Members with eventual suspension if they continue to abuse the transportation benefit by failing to show. Would CT DSS be willing to work with the awarded broker on such a collaborative effort to quell RNS occurrences in CT?

Response: The Department will work with the contractor Broker to mitigate No-Show occurrences, however, suspension of services to the Member will not be permitted.

33. **Question:** Page 39, 1. Technical Proposal, d. Transportation Services, (22). Is it the Department's intention for bidders to have a devoted and designated fleet available for individuals from homeless shelters, residential care homes and those engaged in supportive housing? If so, can the Department provide data regarding the number of trips provided for these individuals over the past 3 contract years?

Response: This data is not available. This expectation is part of broader policy priorities to address health related social needs. This will be discussed in detail during contract negotiations.

34. **Question:** Page 39, Section IV.I.1. Technical Proposal, d. Transportation Services, (#22). Do these individuals require separate or unique transportation? If so, would you provide the reason?

Response: Mode of transportation is based on Medical Necessity and safety of the Member.

35. **Question:** Page 39, Section IV.I.1. Technical Proposal, d. Transportation Services, (#22). **Designated Fleet:** Would this fleet be transporting individuals from homeless shelters, residential care homes and supportive housing to eligible medical destinations? Or to non-medical (SDoH) destinations?

Response: NEMT is for Medicaid covered services only. Yes, individuals that are Medicaid eligible can be transported from these locations to their medical appointments. SDoH related transportation services will be implemented as part of the RFP.

36. **Question:** Page 39, 1. Technical Proposal, d. Transportation Services, (#23). Can the Department please describe the current pain points relative to stretcher transportation so that bidders can provide a comprehensive response? For example, is stretcher level of service not

available under the current contract? Will bidders be required to build / establish this network from scratch?

Response: Stretcher transportation is not a service provided in the current contract. Prospective respondent should submit their own implementation process for stretcher vans per the RFP requirements.

37. **Question:** Page 39. This question asks, "Describe how the Respondent will implement the use of stretcher vans." Can NEMT ambulances still be used when a member must be transported in a supine position, or is there a different expectation?

Response: Prospective Respondents should submit their own implementation process for stretcher vans per the RFP requirements.

38. **Question:** Page 39. Since stretcher vans are not in use today, are there ordinances in areas of the state that will prohibit the transport of a member requiring stretcher service by any provider other than an ambulance company?

Response: This will be discussed in detail during contract negotiations. Please refer to the RFP requirements.

39. **Question:** Page 39. Will the Department please provide NEMT ambulance trip data for 2021, 2022, and 2023 to date?

Response: This data is not readily available. Overall, only a small percentage of members use NEMT ambulance trips.

40. **Question:** Page 39, Section IV.I.1. Technical Proposal, d. Transportation Services, (#24). Can the Department please provide details regarding what they would like bidders to respond to relative to this question? For example, what do you consider a "designated fleet" and what does "prescheduling trips" entail?

Response: Please refer to the requirements of the RFP. Prospective Respondents should submit their proposal of designated fleet and prescheduling trips processes.

41. **Question:** Page 39. This question asks, "Describe how the Respondent will establish a designated fleet with prescheduling of trips." Will the Department please explain this question further? Since trips are mostly prescheduled, except for facility discharges and urgent trips, we do not understand what is being asked.

Response: Please refer to the requirements of the RFP. Prospective Respondents should submit their proposal of designated fleet and prescheduling trips processes.

42. **Question:** Page 41, 1. Technical Proposal, g. Reports and Performance, a. rate of on time performance for A leg and B leg. Will the Department please confirm this is the current definition of OTP standards: A-leg on time definition is defined as the person arriving prior to their appointment time. The B leg is calculated as a pickup within 30 minutes for a scheduled time, within 1 hour for a will call, and within 3 hours for a discharge.

Response: The timelines stated in the Question#42 are correct for A leg, B leg and discharge transports.

43. **Question:** Page 42, i. Utilization Management, (3). What credential and training requirements are in place for the program's current UM staff?

Response: Current UM lead staff is a Registered Nurse ("RN") licensed in Connecticut.

44. **Question:** Page 42, 2. Management, Experience, and Qualifications Proposal, a. Key Positions, Personnel, Resumes and Job Descriptions. Non incumbent bidders are not in a position to hire for key personnel positions associated with a contract that has not yet been awarded and is not scheduled to go live for nearly 1 year. The requirement to include names and resumes of key personnel creates a significant competitive advantage for the incumbent. If non incumbent bidders guarantee all key personnel would be in place prior to implementation, and acknowledge they would be required to go through a formal approval process with the state, would the Department allow non-incumbent bidders to submit job descriptions for each key personnel position in lieu of names and resumes which would likely change prior to implementation?

Response: Please refer to the requirements of the RFP, Section IV.I.2.a. Key Positions, Personnel, Resumes and Job Descriptions.

45. **Question:** Page 42, 1. Technical Proposal, h. Claims Adjudication and Payment, Value-Based Payment Process. Will the State share the cost of incentive payments to providers?

Response: The funding for value-based payments will not be in addition to the selected contractor's budget. The State expects the Prospective Respondents to submit a budget that includes all expected costs.

46. **Question:** Page 42, 1. Technical Proposal, h. Claims Adjudication and Payment, Value-Based Payment Process. Is the State open to reimbursing the contractor a monthly amount over the proposed rate based on incentive payments disbursed to providers?

Response: The funding for value-based payments will not be in addition to the selected contractor's budget. The State expects the Prospective Respondents to submit a budget that includes all expected costs.

47. **Question:** Page 43, 2. Management, Experience, and Qualifications Proposal, b. Experience. Would the Department please confirm if all of the referenced 'special needs' populations will be identified within the eligibility file in order for specific support to be provided during our member engagement, or if the prompt is more generalized to confirm the broker's experience with supporting a range of members who may have special needs or simply require accommodations during our professional interactions?

Response: Eligibility files do not contain specific Protected Health Information ("PHI"). Eligibility files only provide which coverage group a member is enrolled.

48. **Question:** Page 43, 2. Management, Experience, and Qualifications Proposal, b. Experience. We noticed that you added 'members who are LGBTQIA' to the list of special needs populations, can you elaborate on any special needs that this population will require outside of traditional transportation services provided to other special needs populations?

Response: Please refer to the requirements of the RFP, Section IV.I.2.b. Experience. There are no additional special needs for this population.

49. **Question:** Page 43, 2. Management, Experience, and Qualifications Proposal, c. List of Contracts. This section states "This list must also include all service providers and a contact name and telephone number for each." Please confirm that the respondent is not required to provide a list of all subcontracted transportation providers for all of its contracts within the past five years. Many large transportation brokers subcontract with well over 1,000 providers nationwide--- providing this list, plus a contact name and telephone for each provider, would be impossible.

Response: Please refer to the requirements of the RFP, Section IV.I.2.c. List of Contracts.

50. **Question:** Page 43, 2. Management, Experience, and Qualifications Proposal, c. List of Contracts. Given the size that this submission will require, can bidders limit submission to state based NEMT programs vs all commercial and Medicare advantage programs?

Response: Please refer to the requirements of the RFP, Section IV.I.2.c. List of Contracts.

51. **Question:** Page 44, 2. Management, Experience, and Qualifications Proposal, f. Diversity Background, (2). Will this be a prerequisite for individual driver authorization or is the Department open to allowing it as part of an annual compliance training packet?

Response: As part of the onboarding process and as an annual compliance training packet to include implicit bias training.

52. **Question:** Page 44, Diversity Background. What Connecticut Medicaid coverages are in place specifically for LGBTQIA members?

Response: Gender Affirmation Services including surgeries. LGBTQIA members have access to all the services covered under Medicaid.

53. **Question:** Page 45, 3. Financial Requirements, a. Audited Financial Statements. Will the department accept a website link to financial statements rather than the physical statements, given the size of these documents is over 26K KB?

Response: Please refer to the requirements of the RFP, Section I.C.12. Proposal Due-Date and Time, and Section IV.I.3.a. Audited Financial Statements.

54. **Question:** Page 46: 3. Financial Requirements, d. NEMT Budget. This section referenced two different end dates for the initial contract period: 3/31/2027 and 9/30/2027. Can the Department clarify whether the budget developed for Years 1 through 3 covers the time period 10/1/24 through 9/30/27 OR 10/1/24 through 3/31/27?

Response: Please refer to Section A. Revisions, Item 1 of Addendum 2.

55. Question: Page 47, Exhibit A, 4. Administration, a. Will the Department extend the location for the Contractor's physical business office within Connecticut to a 55-mile radius from the Department's Central office on Farmington Avenue in Hartford, CT.

Response: Please refer to the requirements of the RFP, Exhibit A. NEMT, Statement of Work, 4. Administration, Item a.

56. Question: Page 50, 9. Incident Reporting, b. Would the Department allow Bidders to follow the industry standard for notifications which is no greater than (1) business day vs the proposed (1) hour requirement? 2) Will the department provide a definition or expand upon incidents covered under: 'Any allegation or complaint of inappropriate behavior related to a minor.'

Response: Please refer to the requirement of the RFP, Exhibit A. NEMT, Statement of Work, Item 9. Incident Reporting.

57. Question: Page 50, 9. Incident Reporting, b. What would constitute a member who should not be multi-loaded? How will the vendor be notified of such a circumstance? What percentage of members are not eligible for multi-load?

Response: Prospective Respondents should submit their process for identifying these members in their proposal. The percentage varies at any given time.

58. Question: Page 50, 9. Incident Reporting. Will the Department please define multi-load errors? A one-hour initial incident reporting to the client, including multi loads errors, is a short turnaround of information. Are there concessions for after hours, weekends, and holidays?

Response: Please reference the RFP, Exhibit A. NEMT, Statement of Work.

59. Question: Page 50, 9. Incident Reporting. Please clarify how the Contractor will report incidents in compliance with this timeline if an incident occurs outside of DSS' regular business hours.

Response: The Contractor will utilize email functionality to the NEMT manager or designee.

60. Question: Page 50, 9. Incident Reporting, g. Please confirm that Bidders are permitted to provide access to multiple dashboards provided in reporting software, such as Tableau, that can be customized to provide access to Complaint and Incident activity including summary level dashboards by type/volume/vendor/etc. as well as detailed reports to include the complaint and investigation results to satisfy the 'full access' requirement. If access to these details is not sufficient, please define what "full access" means in this context.

Response: Please refer to Section A. Revisions, Item 2 of Addendum 1.

61. Question: Page 50, 10. Motor Vehicle Accident Reporting, b & c. Would the Department allow Bidders to follow the industry standard for notifications which is no greater than (1) business day vs the proposed (1) hour requirement?

Response: Please refer to the requirements of the RFP, Exhibit A. NEMT, Statement of Work, Item 10. Motor Vehicle Accident Reporting.

- 62. Question:** Page 50, 10. Motor Vehicle Accident Reporting. A one-hour notification report to the Department of any vehicle accident involving the transport of a member is a short turnaround of information. Are there concessions for after hours, weekends, and holidays?

Response: Please refer to the requirement of the RFP, Exhibit A. NEMT, Statement of Work, Item 10. Motor Vehicle Accident Reporting

- 63. Question:** Page 50, 10. Motor Vehicle Accident Reporting. Please clarify how the Contractor will report accidents in compliance with this timeline if an accident occurs outside of DSS' regular business hours.

Response: Please refer to the requirement of the RFP, Exhibit A. NEMT, Statement of Work, Item 10. Motor Vehicle Accident Reporting

- 64. Question:** Page 52, Exhibit A-1, 2 Customer Service Requirements, e. Please clarify in what way or by what percentages/metrics the Contractor "may need to surpass these minimums to assure adherence to service standards".

Response: Please refer to the requirements of the RFP, Exhibit A-1, 2. Customer Service Requirements.

- 65. Question:** Page 52, Section IV. I 1. Technical Proposal, i. Utilization Management (#3). What credential and training requirements are in place for the program's current UM staff?

Response The current lead staff is a CT licensed RN.

- 66. Question:** Page 52, Exhibit A-1, 2 Customer Service Requirements, f. Does the incumbent allow transportation booking (reservations) via IVR, and/or chat? If so, please provide the information collected via these contact options (ex., HIPAA validating data) as well as the number of trips scheduled and the containment rate for each over the last three months.

Response: Responses will only be given to questions pertaining to the NEMT RFP 10162023.

- 67. Question:** Page 53, Exhibit A-1, 2. Customer Service Requirements, j. Staffing, (#4) special provisions. Will the Department accept Connecticut Relay in place of TDD/TTY to accommodate individuals who are hearing impaired?

Response: Please refer to the requirements of the RFP, Exhibit A-1, 2.j.4.

- 68. Question:** Page 67, Exhibit A-1, 2. Customer Service Requirements, l. Trip Assignments, (#3). Will the vendor receive a list of participating medical providers, as well as eligible V.A., charitable, and third-party providers?

Response: The National Provider Identifier (“NPI”) numbers will be provided for all active medical providers.

- 69. Question:** Page 53, Exhibit A-1, 2 Customer Service Requirements, m. Selection of Mode of Transportation, (#1). Please supply the allowable distance between PU (bus stop) and Member’s residence and DO (bus stop) and location of Member’s medical appointment for assignment to Public Transit.

Response: Allowable distance for all is $\frac{3}{4}$ of a mile.

- 70. Question:** Page 54, Exhibit A-1, 2 Customer Service Requirements, m. Selection of Mode of Transportation, (6). Will the Department accept Transportation Network Companies (e.g., Uber or Lyft) as an eligible mode of member transport?

Response: Please refer to the RFP requirements, Exhibit A-3. Transportation Vehicle Standard.

- 71. Question:** Page 57, Exhibit A-3, 1. Please confirm Transportation Network Companies (TNCs) such as Uber and Lyft are permitted to provide NEMT services under this contract.

Response: Please refer to the RFP requirements, Exhibit A-3. Transportation Vehicle Standard.

- 72. Question:** Page 57, Exhibit A-3, 3a. Please confirm virtual vehicle inspections are permitted.

Response: Please refer to the RFP requirements, Exhibit A-3.3 Vehicle Inspections.

- 73. Question:** Page 58, Exhibit A-3, 4 Vehicle Requirements, I. Should the Department accept Transportation Network Companies as a mode of transportation for eligible Members, would the requirement to have the provider’s name displayed inside the vehicle be waived for those TNC drivers?

Response: Please refer to the RFP requirements, Exhibit A-3.4.I.

- 74. Question:** Page 60, Exhibit A-4, 2d. The current national standard is that all drug screens must go through an MRO and any positive results will lead to a disqualification. Will this policy be acceptable?

Response: Please refer to the RFP requirements, Exhibit A-4.

- 75. Question:** Page 60, Exhibit A-4, 3b. Please confirm neighboring states’ driver licenses are acceptable?

Response: Please refer to the RFP requirements, Exhibit A-4.

- 76. Question:** Page 60, 3. Driver Accountability CTAA Passenger Assistance, Safety, and Sensitivity (PASS) training is the industry standard training that we employ throughout our

transportation networks. Will this training be acceptable to the Department? If so, CTAA training is conducted every two years instead of annually. Will this also be acceptable to the Department?

Response: Please refer to the RFP requirements, Exhibit A-4.

77. **Question:** Page 62, Exhibit A. 9. b. What would constitute a member who should not be multi-loaded? How will the vendor be notified of such a circumstance? What percentage of members are not eligible for multi-load?

Response: Member multiloading is where there are more than one Member travelling together. The contractor must determine a member's appropriate mode of transportation based on accessibility, medical condition and personal capabilities. The percentage varies at any given time.

78. **Question:** Page 65, Exhibit A-7, 2. Notices of Action and Denial Notices, c. CTAA Passenger
If a member indicates their language preference as either English or Spanish, and we capture it in our system, will we still be expected to provide a written Denial Notice in both English and Spanish?

Response: Yes.

79. **Question:** Page 76, Exhibit A-11. Please provide a summary broken out by year and specific performance standard of all performance sanctions and penalties levied against the current vendor since the current contract's inception.

Response: A response will only be given to questions pertaining to the NEMT RFP 10162023.

80. **Question:** Page 78, Exhibit A-12. Would the state consider awarding incentive dollars on a scalar basis rather than pass/fail?

Response: Yes. The performance pool available to the selected vendor will be awarded on a scalar basis based on annual performance measures that will be mutually agreed upon.

81. **Question:** Page 85, Exhibit C Documents Link. Will you please provide any historical breakout data around the following call volumes: Afterhours calls, Claims, Grievances, Utilization Review, Reservation Calls, Ride Assistance, and Transportation Provider Calls? What type of calls are facilitated in the 'Call Center Summary, Facility (Business Hours)' report?

Response: Please refer to the Exhibit C of the RFP.

82. **Question:** Page 85, Exhibit C Documents Link. Please supply the number or % of gross reservations that are for standing order trips.

Response: Please refer to the Exhibit C of the RFP.

83. **Question:** Page 85, Exhibit C Documents Link. Can the department please provide trip data, including the number or % of trips provided for Same Day, Next Day, and Urgent Trips?

Response: Please refer to the Exhibit C of the RFP.

84. Question: Page 85, Exhibit C Documents Link. Can data be provided for trip distance by Level of Service and county (e.g., ambulatory, wheelchair, etc.)?

Response: Please refer to the Exhibit C of the RFP.

85. Question: Page 85, Exhibit C Documents Link. The state provides data for "Members w/ completed trips"; does this encompass all eligible members? If not, can the state provide full membership numbers?

Response: Members with completed trips does not encompass all eligible Medicaid members. Only those which utilize NEMT services.

86. Question: Page 85, Exhibit C Documents Link. Data provided shows completed trips. Can the Department provide the number of trips paid by month by Level of Service? Can the Department also provide monthly percentage of paid trips to completed trips?

Response: Only completed trips are paid.

87. Question: Page 85, Exhibit C Documents Link. Can trip data be provided for specialty Levels of Service (ALS/BLS, STRETCHER, Other...etc.) from Jan 2019 through July 2023?

Response: Please see numbers below.

- 2019– 34,
- 2020-78,
- 2021-134,
- 2022-39, and
- Jan to Jul 2023- 37

88. Question: Page 85, Exhibit C Documents Link. Please provide projected membership by month for 2023 and 2024.

Response: Projections for the proposed contract period appear in the response to Question#6. Please see the table below for the prior months actual / estimated enrollment.

Month	Actual/ Estimated	HUSKY A	HUSKY C	HUSKY D	Covered CT	Member Months
Jul-22	A	558,062	76,012	360,654	11,354	1,006,082
Aug-22	A	557,969	75,538	362,128	11,634	1,007,269
Sep-22	A	559,952	75,922	363,703	11,769	1,011,346
Oct-22	A	563,879	76,582	367,160	11,654	1,019,275
Nov-22	A	566,125	76,566	370,439	12,753	1,025,883
Dec-22	A	566,449	76,310	372,787	14,664	1,030,210
Jan-23	A	570,962	76,492	376,648	15,519	1,039,621
Feb-23	A	568,531	75,934	376,455	15,766	1,036,686
Mar-23	A	572,296	78,228	380,130	15,906	1,046,560

Apr-23	A	574,584	79,264	382,910	16,244	1,053,002
May-23	A	570,381	78,816	378,824	16,993	1,045,014
Jun-23	A	561,842	77,928	374,175	17,723	1,031,668
Jul-23	A	558,218	77,573	372,514	18,269	1,026,574
Aug-23	A	550,780	77,822	374,121	19,180	1,021,903
Sep-23	A	544,630	77,804	365,988	20,195	1,008,617
Oct-23	E	540,160	77,687	360,598	20,934	999,379
Nov-23	E	535,690	77,570	355,208	22,265	990,733
Dec-23	E	531,220	77,248	349,818	23,378	981,665
Jan-24	E	526,750	77,538	344,428	24,547	973,263
Feb-24	E	522,280	77,421	339,038	25,775	964,514
Mar-24	E	517,810	77,304	333,648	27,063	955,826

89. Question: Page 85, Exhibit C Documents Link. Data From Website (July 2023 Report). According to page 11 of the data over 34% of the trips are cancelled which trends very high in comparison to national averages. Is there a reason behind this?

Response: The Department is still monitoring the trends and reviewing the information.

90. Question: Page 85, Exhibit C Documents Link. Data From Website (July 2023 Report). According to page 11 of the data from Exhibit C, about 20,389 trips are cancelled same day each month. However, the Completed Trips plus Cancelled Trips values on the same page do not add up to the completed trip count summary from page 7 plus any cancellation value. Why is this? What is the actual gross trips number for the plan? What is the actual cancellation percentage?

Response: Please refer to the Exhibit C of the RFP. The difference is due to the Public Transit and mileage reimbursement being excluded from cancelled trips. On page 7, of the July 2023 DSS Monthly Reporting Package the total completed trip count includes Public Transit and mileage reimbursement. Reference website and slides for notes and clarification.

91. Question: Page 85, Exhibit C Documents Link. Data From Website (July 2023 Report). Page 14 of the trip data contains tables about "Unfulfilled" Trips. How do these differentiate from "Cancelled" Trips? Is there a definition of 'Unfulfilled'?

Response: Please refer to Section A. Revisions, Item 2 of Addendum 1.

92. Question: Page 85, Exhibit C Documents Link. Data From Website (July 2023 Report). Can monthly data by mode by mileage bucket be provided from 2019 onwards?

Response: Please refer to Exhibit C of the RFP.

93. Question: Page 85, Exhibit C Documents Link. The most recent reporting package provided via the document link was from July 2023. Will the Department please provide August and September 2023 reports?

Response: Please refer to Exhibit C of the RFP. Reports for August 2023 - September 2023 will be posted when available.

- 94. Question:** Page 85, Exhibit C Documents Link. Section 5. Exhibit C: Data: Are trip counts expected to return to pre-pandemic levels? And if so, how will the Department release updated data with projected trips count by mode?

Response: Please refer to Exhibit C of the RFP. Trip counts have returned to pre-pandemic levels. Updated trip counts by mode are included as part of the Monthly Reporting package.

C. Addendum 2 Acknowledgment

**State of Connecticut
Department of Social Services
NON-EMERGENCY MEDICAL TRANSPORTATION
Request for Proposals
NEMT_RFP_10162023**

Addendum 2 issue date: 11/13/2023

This Addendum acknowledgement must be signed and returned with your submission.

Authorized Official Signature

Name of Authorized Official

Name of Organization