

**REQUEST FOR PROPOSALS FOR INDEPENDENT REVIEW ORGANIZATIONS
TO CONDUCT EXTERNAL REVIEWS OF APPEALS – SUPPLEMENTAL INFORMATION**

In response to questions received regarding the RFP dated August 11, 2022, please see the responses set forth below:

1. May we know how much is the allotted budget/funding for the contract that will result from this RFP?

The Connecticut Insurance Department does not have an allotted budget/funding for this contract. All IRO contracted fees for External Review are paid by the health plan.

2. For expedited cases, are verbal decisions within the required timeframes acceptable, and then subsequent written decisions to follow within a day or two, or are written decisions required to be provided within the timeframes, e.g., written decisions must be delivered within 24 hours for expedited behavioral health reviews.

All decisions must be made within the statutory time frames. In the event there is an unexpected delay in an expedited written report, the IRO should submit written documentation of the decision followed by the full written report within a day or two.

3. What are the historical, annual volume of reviews for 2020 and 2021 broken down by the following categories: standard, expedited, expedited behavioral health, experimental & investigational, and expedited experimental & investigational?

Standard – 150
Expedited – 77
Expedited Behavioral Health - 16
Experimental & Investigational – 67
Expedited Experimental & Investigational - 34

4. What were the top 5 specialties that were assigned for reviews in 2020 and 2021?

Behavioral Health/Substance Abuse, Prostate Cancer, GERD, Sleep Apnea and Crohn's/Ulcerative Colitis/Irritable Bowel

5. What are the average number of pages per review?

The Connecticut Insurance Department does not track this information, but we estimate that most IRO written determinations are between 3 and 10 pages in length.

6. Who is/are the current incumbent(s) for this work/contract?

Maximus Federal Services, National Medical Reviews, IPRO and Managed Medical Review Organization.

7. If the applicant chooses to submit an electronic PDF of the proposal rather than paper copies, where should they submit the PDF? To the Connecticut Insurance Department at cid.admin@ct.gov? Please clarify PDF submission guidelines.

You may email RFP electronic submissions to: cid.admin@ct.gov

8. What are the rates of the incumbents currently serving as an IRO?

	Maximus Federal Services		National Medical Reviews (NMR)		IPRO		Managed Medical Review organization (MMRO)	
	Full Review	Consideration of new information or Withdrawal of appeal prior to completion of Full Review	Full Review	Consideration of new information or Withdrawal of appeal prior to completion of Full Review	Full Review	Consideration of new information or Withdrawal of appeal prior to completion of Full Review	Full Review	Consideration of new information or Withdrawal of appeal prior to completion of Full Review
Standard Review	\$705.00	\$225.00	\$650.00	\$125.00	\$785.00	\$160.00	\$635.00	\$125.00
Expedited Review	\$875.00	\$305.00	\$775.00	\$250.00	\$875.00	\$185.00	\$740.00	\$125.00
Expedited Behavioral Health Review	\$1,005.00	\$385.00	\$975.00	\$250.00	\$875.00	\$185.00	\$835.00	\$175.00
Experimental Investigational	\$940.00	\$335.00	\$725.00	\$175.00	\$875.00	\$185.00	\$730.00	\$175.00
Expedited Experimental Investigational	\$1,080.00	\$410.00	\$950.00	\$175.00	\$925.00	\$185.00	\$865.00	\$175.00

9. The Cost Exhibit calls for a fee for “consideration of new information or withdrawal of appeal prior to the completion of full review”. Would it be acceptable to separate these fees into their own category?

Yes, that would be acceptable.

10. The RFP states that “all affidavits or certifications provided as attachments must be completed in full and returned as part of the proposal response.” The RFP appendices include 1) a collection of links to statutes, regulations, etc. related to external reviews, 2) the cost exhibit, and 3) a sample contract. Page 6 of the RFP indicates that applicants should “not execute the sample contract or any of the certifications/affidavits.” Aside from the cost exhibit, please clarify which affidavits and certifications are to be completed as part of the proposal response.

There are no additional affidavits or certifications that are required other than the completed Cost Exhibit in Appendix II.

11. The department has historically processed approximately 250-300 appeals annually. How many appeals were processed in 2020 and 2021?

- a. Please provide a breakdown by type for the following:
 - i. standard reviews
 - ii. experimental/investigational
 - iii. expedited reviews
 - iv. expedited behavioral health review
 - v. expedited experimental/investigational?

See response to question #3 above.