State Health Benefits Program Surgical Center of Excellence (COE) RFQ- Technical Questionnaire Overview

Ridder	Name.

Instructions: Contractor must complete all gold shaded areas above and below, as applicable. Failure to complete all gold shaded areas shall render the Bidder non-responsive

Note that the State may choose to forego any programs with additional fees not included in the percentage of procedure cost administrative fee and is under no obligation to pay these additional fees in those circumstances.

	Vendor Information	n
1	Company Name	
2	Primary Point of Contact Name	
3	Contact Title	
	Company Address 1	
	Company Address 2	
4	<u> </u>	
*	Company City Company State (Please list full state name; no abbreviations)	
	Company Zip Code	
5	Phone Number (Please enter in (XXX) XXX-XXXX format)	
6	Email Address	
	Solution Overview	1
1	Provide a general description of your organization , including but not limited to	
	Venture capital funding series	
	Legal structure (e.g. subsidiary, sole proprietor, etc.)	
	Operating structure, model	
2	Describe any recent (within last 24 months) organization changes , including:	
	Any significant organization changes (e.g. re-organization senior	
	leadership changes, strategy, mission or operating design)	
	Manage consisting official and only offe at	
	Mergers, acquisitions, affiliations, spin-offs, etc.	
	Other ownership status changes, funding or business developments,	
	including but not limited to stock issues and other changes in funding.	
	Describe any organizational changes anticipated in the next 3 - 5 years	
3	including:	
	Any significant organization changes (e.g. re-organization senior	
	leadership changes, strategy, mission or operating design)	
	Mergers, acquisitions, affiliations, spin-offs, etc.	
	Other ownership status, funding or business developments, including	
	but not limited to stock issues and other changes in funding.	
	List 3 competitive differentiators for your products and/or services	
	Differentiator #1	
4	Differentiator #2	
	Differentiator #3	
	Book of Business Identify 3 client references (company name only) that closely align with	
1	this client's size and/or industry. <i>Note: references will not be contacted</i>	
	at this time	
	Client #1	
	Client #2 Client #3	
2	Provide the <i>total number of clients</i> served by your COE solution	
	Provide the <i>total number of lives</i> served by your COE solution	
3	. 157.55 are total number of fives served by your GOE solution	
4	What is the average utilization for groups on a voluntary basis	
	in Year 1	
	in Year 2	
	in Year 3	
	Network	
1	Are you willing to expand your network on behalf of this client?	
2	Provide information on planned expansion over the next 18 month's	
-	and expected date of availability, specifically for the client's top markets	
3	When entering a new market, describe your process for selecting and	
3	contracting with desired facilities and surgeons	
4	Do you assist employees with finding local providers if they cannot or	
	do not want to use your provider network? If so, describe your process.	
	Including	
	How the carrier and other vendors are involved.	
	How you determine who to refer the employee to How often employees utilize this option	
5	What <i>time frame</i> is covered by the bundle? (e.g. from first outreach by	
3	member to 90 days post-discharge)	
6	Describe your process and fees to the client associated with post-	
	Describe your process and fees to the client associated with post- operative surgical complications	
	Describe your process and fees to the client associated with post-	0

State Health Benefits Program Surgical Center of Excellence (COE) RFQ- Technical Questionnaire GeoAccess

Bidder Name:			

Instructions: List the distance to the nearest COE provider, based on each of the the Geographic Locations detailed below.

Geographic Location	Bariatric	Hip	Knee	Spine	Cardiac
070					
071					
072					
073					
074					
075					
076					
077					
078					
079					
080					
081					
082					
083					
084					
085					
086					
087					
088					
089					
197					
198					
199					
170					
170					
1/1					
172					
173					
174					
175					
176					
177					
178					
179					
180					
181					
182					
183					
184					
185					
186					
187					
188					
189					
190					
191					
192					
193					
194					
195					
196					
100					
101					
102					
103					
103					
105					
106					
100					
107					
108					
109					
110					
111					
112					
113					
114					
115					
116					
117					
118					
119					
125					
126					
127					

State Health Benefits Program Surgical Center of Excellence (COE) RFQ- Technical Questionnaire Provider Network

Bidder Name:

Instructions: List all COE network providers, based on each of the the Geographic Locations detailed below.

Geographic Location	Bariatric	Hip	Knee	Spine	Cardiac
070	dist provider(s)>	st provider(s)>	st provider(s)>	spine list provider(s)>	st provider(s)>
071	list provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
071	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
073	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
074	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
					list provider(s)>
075	<pre><list provider(s)=""></list></pre>	dist provider(s)>	list provider(s)>	dist provider(s)>	
076	,	dist provider(s)>	dist provider(s)>	dist provider(s)>	t provider(s)>
077	dist provider(s)>	dist provider(s)>	list provider(s)>	list provider(s)>	dist provider(s)>
078	list provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>
079	list provider(s)>	dist provider(s)>	st provider(s)>	st provider(s)>	rovider(s)>
080	list provider(s)>	dist provider(s)>	st provider(s)>	st provider(s)>	list provider(s)>
081	st provider(s)>	st provider(s)>	st provider(s)>	dist provider(s)>	st provider(s)>
082	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
083	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
084	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
085	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
086	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
087	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
088	st provider(s)>	st provider(s)>	t provider(s)>	st provider(s)>	st provider(s)>
089	st provider(s)>	st provider(s)>	t provider(s)>	st provider(s)>	t provider(s)>
197	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
198	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
199	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
170	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
171	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
172	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
173	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
174	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
175	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
176	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
177	dist provider(s)>	list provider(s)>	st provider(s)>	st provider(s)>	revider(s)>
178	dist provider(s)>	list provider(s)>	st provider(s)>	rovider(s)>	dist provider(s)>
179	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	<pre>provider(s)></pre>
180	dist provider(s)>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>
181	dist provider(s)>	<pre>t provider(s)></pre>	st provider(s)>	list provider(s)>	<pre>fovider(s)></pre>
	fist provider(s)>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>fovider(s)></pre>	<pre>forumer(s)></pre>
182					
183	dist provider(s)>	dist provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>
184	dist provider(s)>	dist provider(s)>	list provider(s)>	list provider(s)>	t provider(s)>
185	dist provider(s)>	dist provider(s)>	list provider(s)>	list provider(s)>	t provider(s)>
186	list provider(s)>	dist provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>
187	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
188	list provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>	dist provider(s)>
189	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	list provider(s)>
190	st provider(s)>	st provider(s)>	t provider(s)>	st provider(s)>	st provider(s)>
191	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
192	st provider(s)>	st provider(s)>	t provider(s)>	st provider(s)>	st provider(s)>
193	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
194	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
195	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
196	list provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
100	list provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
101	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
102	t provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
103	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
104	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
105	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
106	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
107	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
108	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
109	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
110	dist provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>	list provider(s)>
111	list provider(s)>	<pre>foruder(s)></pre>	st provider(s)>	list provider(s)>	list provider(s)>
112	dist provider(s)>	list provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
113	list provider(s)>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>tist provider(s)></pre>
	list provider(s)>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>	<pre>t provider(s)></pre>
114					
115	dist provider(s)>	dist provider(s)>	dist provider(s)>	dist provider(s)>	t provider(s)>
116	dist provider(s)>	dist provider(s)>	st provider(s)>	list provider(s)>	list provider(s)>
117	dist provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
118	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
119	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
125	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
126	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>
127	t provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>	st provider(s)>

State Health Benefits Program Surgical Center of Excellence (COE) RFQ- Technical Questionnaire Member-Focused Activities

Bidder Name:

Instructions: Contractor must complete all gold shaded areas above and below, as applicable. Failure to complete all gold shaded areas shall render the Bidder non-responsive.

Note that the State may choose to forego any programs with additional fees not included in the percentage of procedure cost administrative fee and is under no obligation to pay these additional fees in those circumstances.

1		
	Clinical Manage How is care coordinated with patient's referring and/or primary care team?	ement
	Ensure your answer describes who handles post-procedure visits and follow-up.	
2	Have in a second and with the second and second as a second	
2	How is care coordinated with the carrier's care management support?	
1	Member Servi Describe the patient's experience and journey through your program starting	ces
	with initial member outreach. Please attach a visual example of this experience	
	as the Vendor Name_Client Name_Product_Patient Experience attachment.	
2	Describe/list any tools to guide members engaged in the program with decision-	
2	making, navigation or other important aspects of elective surgery	
3	Describe your customer service function including	
3	Location Location	
	Staffing numbers and organization (e.g.client-specific, first available, "pods",	
	etc.)	
	Staff qualifications	
	Staff performance monitoring	
	Hours of operation	
	Member communication channels (e.g. web, phone, chat, etc) and any limitations on what channels can be used (or not used) for what types of	
	communication. Other comments	
4	Describe the performance of your customer service function. Include detail	
•	if responses vary by type of member inquiry .	
	Response time (digital) Average wait time (phone)	
	Callback (or digital equivalent) response expectations	
5	Describe how your organization supports non-English speakers and/or those who prefer communication(s) in a language other than English	
6		
6	What information do you require from members To initiate a case	
	Prior to service	
	At the time of care	
7	How do you address member questions related to diagnosis, treatment, and ongoing care?	
8	What is the protocol when a <i>member requests a provider outside of your network</i> ?	
9	What role do you play in assisting the patient's return to work?	
10	How do you assess family unit needs as a result of the patient's condition	
	and provide resources and referrals?	
11	Describe your process if a member has a complaint and wishes to escalate an issue? How does the process vary for complaints that are clinical and/or non-	
	clinical in nature	
	Member Engage	ement
1	During the first two years of the program, the client intends to offer a custom incentive program involving the award of a bank or merchant gift card when a	
	member completes a procedure with a provider in your program.	
	Confirm your willingness to fund this incentive Can you administer this incentive on behalf of the client?	
	If you can administer this incentive on behalf of the client, will you do so via	
2	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a	
2	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments	
2	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented,	
2	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization	
2	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented, Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for	
	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented, Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program.	
3 4	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented, Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments.	
3	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented, Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments.	
3 4	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented, Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments.	
3 4 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that you require be implemented, Strategies that you require be implemented, Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs Are you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live?	
3 4	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Scarche other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs. Describe your groative, claims-history-riggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and	
3 4 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that you require be implemented, Strategies that you require be implemented, Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs Are you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live?	
3 4 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Scarche other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs. Describe your groative, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and howlif your program integrates with existing prior authorization processes	ort
3 4 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs. Describe your group of the program is unjudical procedures today? If yes, for how many clients is this live? Describe any prior authorization processées) that apply to your program and howlif your program integrates with existing prior authorization processes. Travel Suppl. Describe your standard support for members that need to travel for care.	DOTT.
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Boschée other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs Are you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization processées) that apply to your program and howlif your program integrales with existing prior authorization processes. Travel Supple Describe your standard support for members that need to travel for care.	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractors? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs Are you doing proactive, claims-history-riggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization processies) that apply to your program and howlf your program inlegrates with existing prior authorization processes. Travel Supple Describe your standard support for members that need to travel for care. Include information on these items: What expenses are covered and in what situations? Hotel Rental Car	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Scarche other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require implemented. Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach program. Describe your group of the client, related to communications. Provide examples as attachments. If you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and howlif your program integrates with existing prior authorization processes Travel Suppl Describe your standard support for members that need to travel for care. Include information on these items: What expenses are covered and in what situations? Hotel	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Are you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe your support for the client, related to the top to your program and howlif your program integrates with existing prior authorization processes Travel Supple Describe your standard support for members that need to travel for care. Hotel Rental Car Air Fare Train, Taxi Parking	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Scarche other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require implemented. Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach program. Describe your group of the client, related to communications. Provide examples as attachments. If you do not procedure to today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and howlif your program integrates with existing prior authorization processes Travel Suppl Describe your standard support for members that need to travel for care. Include information on these items: What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls	art
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that you require be implemented. Strategies that you require be implemented. Strategies that you require be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Are you doing proactive, claims-history-riggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe your program integrates with existing prior authorization processes Travel Suppired to the client, related to the program and howlif your program integrates with existing prior authorization processes. What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses	ort .
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach programs. Describe your group outreach programs. Describe your group outreach programs is this live? If yes, for how many clients is this live? Describe any prior authorization processées) that apply to your program and howlif your program integrates with existing prior authorization processes Travel Supple Describe your standard support for members that need to travel for care. What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses	
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that you require be implemented. Strategies that you require be implemented. Strategies that you require be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Are you doing proactive, claims-history-riggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe your program integrates with existing prior authorization processes Travel Suppired to the client, related to the program and howlif your program integrates with existing prior authorization processes. What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your support for the client, related to communications. Provide examples as attachments. If you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization processées) that apply to your program and howlif your program integrales with existing prior authorization processes Travel Supple Include information on these items: What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses Other How are expenses handed? Pre-paid by you Debt card provided to member	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Scarche other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach program. Describe your employee outreach programs If you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and howlif your program integrates with existing prior authorization processes Travel Suppr Describe your standard support for members that need to travel for care. Include information on these items: What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses Other How are expenses handled? Pre-paid by you	ort
3 4 5 5	If you can administer this incentive on behalf of the client, will you do so via the use of a sub-contractor? Additional comments Describe other best practices for increasing member engagement in a voluntary program. Include information on Strategies that are the most effective to achieve high utilization Strategies that you require be implemented. Strategies that you recommend be implemented. What is your Net Promoter Score? If not available, provide another metric for measuring member satisfaction with the program. Describe your support for the client, related to communications. Provide examples as attachments. Describe your employee outreach program. Describe your group of the client, related to communications. Provide examples as attachments. What you doing proactive, claims-history-triggered outreach for non-emergent surgical procedures today? If yes, for how many clients is this live? Describe any prior authorization process(es) that apply to your program and howlif your program integrates with existing prior authorization processes Travel Suppl Describe your standard support for members that need to travel for care. Include information on these items: What expenses are covered and in what situations? Hotel Rental Car Air Fare Train, Taxi Parking Gas, Tolls Food Companion expenses Other How are expenses handed? Pre-paid by you Debit card provided to member Paid by employee and reimbursed by you	ort

State Health Benefits Program Surgical Center of Excellence (COE) RFQ- Technical Questionnaire Provider Questions

D:44	Mama

Instructions: Contractor must complete all gold shaded areas above and below, as applicable. Failure to complete all gold shaded areas shall render the Bidder non-responsive.

Note that the State may choose to forego any programs with additional fees not included in the percentage of procedure cost administrative fee and is under no obligation to pay these additional fees in those circumstances.

1		
	Provider Contracting Approach and	Pricing Model
1	Do you contract with all hospitals within a health system or a subset?	
	Comments	
2	Do you contract with all surgeons within a surgical group or a subset?	
	Comments	
	Commonie	
3	Describe your approach to provider contracting and bundle	
	administration. Include information on	
	How often do you offer a <i>single payment</i> to the bundle convener	
	versus a separate payment to each participant?	
	Upside/downside risk sharing, fee-for-service discounts, etc	
	Other impactful activities that encourage provider participation in your	
	program	
4	How do you achieve cost savings in the program for employers?	
5	Provide the average ROI your clients achieve	
1	Provide Quality Evalua Provide an overview of how your organization assesses the facilities in	tion
'	your COE network and the frequency of the evaluation. Include information	
	on these elements:	
	Clinical quality, including outcomes and appropriateness of care	
	1 1 1	
	Patient experience	
	Other elements	
2	Provide an overview of how your organization assess the surgeons in your	
	COE network and the frequency of the evaluation. Include information on these elements:	
	Clinical quality, including outcomes and appropriateness of care	
	Patient experience	
-	Other elements	
3	What database(s) or other sources are used to evaluate the quality of	
	facilities and surgeons/specialty providers?	
4	Have you ever removed a facility and/or surgeon from your network for	
	a quality concern? Why? How often has this occurred in the last 2	
	years?	
	If yes, briefly describe the instance(s) and how often you have removed	
	providers or facilities in the last 2 years	
	Describe what would cause you to remove a facility and/or provider from	
	your network	
5	Provide clinical quality outcome results	
5		
5	Provide clinical quality outcome results Readmission rates Bariatric	
5	Readmission rates Bariatric Joints	
5	Readmission rates Bariatric Joints Other Ortho	
5	Readmission rates Bariatric Joints Other Ortho Spine	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular	
5	Readmission rates Bariatric Joints Other Ortho Spine	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints	
5	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Cardiovascular Complication rate Complication rate Complication rate Complication rate	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Cardiovascular Cardiovascular Cardiovascular Cardiovascular Complication rate by clinical area Cardiovascular Comments	
6	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up getting surgery? Include breakdown on why the surgery doesn't	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Baniatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up getting surgery? Include breakdown on why the surgery doesn't happen - e.g preferred provider not in network, decides against surgery, etc.	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up getting surgery? Include breakdown on why the surgery doesn't happen - e.g preferred provider not in network, decides against surgery, etc. What % of cases went through an evaluation/assessment and were avoided in	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up getting surgery? Include breakdown on why the surgery doesn't happen - e.g preferred provider not in network, decides against surgery, etc. What % of cases went through an evaluation/assessment and were avoided in Calendar year 2024	
	Readmission rates Bariatric Joints Other Ortho Spine Cardiovascular Procedure revision rates Bariatric Joints Other Ortho Spine Cardiovascular Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Complication rate by clinical area Bariatric Joints Other Ortho Spine Cardiovascular Other Ortho Spine Cardiovascular Comments On average, what percentage of all members that contact you, end up getting surgery? Include breakdown on why the surgery doesn't happen - e.g preferred provider not in network, decides against surgery, etc. What % of cases went through an evaluation/assessment and were avoided in	