

WRITTEN QUESTIONS AND ANSWERS**SP-15-0115 Pharmacy Benefits Manager****ANSWERS ARE IN BLUE**

1.	<p>Will the Department please provide a Word version of the Technical Proposal Packet?</p> <p>It is The Office of State Procurement's policy not to release a bid document in Word format.</p>
2.	<p>Should the optional call center services outlined in Section [2.22] Optional Services be included in the price proposal?</p> <p>See Table D of the Official Price Sheet</p>
3.	<p>Please clarify whether bidders may submit the Network Re-pricing spreadsheet on our own CDs or is it necessary to return the actual CD provided by the State?</p> <p>See Addendum 2 for 1.7.C.2, 1.13.C,1.13.L , 1.13.N. Note, 3.2.C, and 3.2.G</p>
4.	<p>Please clarify whether this requirement replaces the current member access to fill specialty meds at Briova or contracted AR state pharmacies.</p> <p>See Addendum 2 for 2.3.J</p>
5.	<p>Please confirm that this relates to Integrated Accumulators</p> <p>Confirmed.</p>
6.	<p>Currently there is a batch exchange of accumulator amounts between OptumRx/Catamaran and the State's medical vendor. Please clarify if this requirement is intended to replace that exchange or implement a "real time" exchange available down the road.</p> <p>The intent is to move toward a real-time exchange.</p>
7.	<p>Does the custom reconciliation file in place today meet this requirement?</p> <p>Yes</p>
8.	<p>Please confirm the existing daily v8.0A claim file meets this criteria.</p> <p>Yes</p>
9.	<p>Will the Department agree to utilize a mutually agreed upon change form when submitting plan change requests?</p> <p>Yes</p>

10.	<p>Will the Department please describe the reconciliation process to be used by EBD?</p> <p>See Addendum 2 for 2.11.A</p>
11.	<p>The current eligibility structure outlined on page 12, Section 2.2 (E.1.b) does not appear to support this requirement. Please clarify separate invoice administration, based on the current eligibility structure.</p> <p>See Addendum 2 for 2.11.A</p>
12.	<p>Please provide additional clarification on the content of the following reports:</p> <ul style="list-style-type: none"> - Monthly accounting report of claims - Yearly summary report for date of service by Plan by year - Year-end report at the appropriate Plan-year end <p>Details and content will be discussed at implementation.</p>
13.	<p>Please confirm that this requirement applies only if/when AWP is used to price a claim.</p> <p>Yes, when AWP is used.</p>
14.	<p>For onsite Vendor representatives, please confirm the training referenced is in addition to any compliance and HIPAA training the Vendor requires for its employees.</p> <p>Confirmed.</p>
15.	<p>Please clarify what is meant by "...contract termination or cancellation". Is this when the termination notice is received or the effective date of the termination?</p> <p>"...Contract termination or cancellation" references the effective date of cancellation.</p>
16.	<p>Please elaborate on this [2.21.A] requirement.</p> <p>EBD is asking for detail about what you are able to provide in question E.4.A</p>
17.	<p>Can you please provide data with Pharmacy ID and delivery channel indicator?</p> <p>That data will not be provided. See explanation on question #28</p>
18.	<p>Please explain how rebates are managed for the State. Does EBRX manage the rebate submission and collection? Was the current PBM managing the rebates on behalf of the State?</p> <p>Pharmacy rebate services are not part of this RFP.</p>

19.	<p>How many PA's are being managed by EBRX on a yearly basis? What are the levels of PA's currently in place and what is the volume of each?</p> <p>This information is not necessary to provide a proposal submission.</p>
20.	<p>The call center is identified as an Optional Service. Please describe how calls are being managed today. What is the current volume on a daily and yearly basis?</p> <p>See Addendum 2 for 2.22.A</p>
21.	<p>Will the selected PBM be required to produce and mail member kits and cards? Print formulary packets?</p> <p>Currently, that service is handled by EBD</p>
22.	<p>Please describe how patient care management will be administered for specialty medications given that all retail pharmacies will dispense them?</p> <p>This information is not necessary to provide a proposal submission.</p>
23.	<p>Does the State intend to have a 90 day supply dispensed in the retail network receiving the same retail discounts as a 30 day supply?</p> <p>EBD has not specified a preference for discounts. See 3.2.D.5 and 3.2.D.7</p>
24.	<p>Are there any limits to days' supply for specialty medications dispensed at retail?</p> <p>Currently there is a thirty day limit for dispensed specialty medications regardless of where dispensed. This is subject to the decision of the Board.</p>
25.	<p>Please provide the dates for finalist presentations and contract award.</p> <p>There are no presentations scheduled or expected to be presented to EBD regarding this RFP. The award date will be as soon as possible after an apparent successful bidder is determined</p>
26.	<p>Will the State use the services of a consultant for non-clinical evaluation? If so, what firm and individual consultant(s) will be involved?</p> <p>This information is not necessary to provide a proposal submission.</p>

27.	<p>Please describe the roles and responsibilities of the on- site employees. Please provide an organization chart.</p> <p>Currently, these employees provide a variety of non managerial services including but not limited to front desk duties, data entry, clerical and mail processing but these duties could change with the new contract.</p>
28.	<p>Why is the State not providing a pharmacy identified (NCPDP or NPI) on the claims detail?</p> <p>This information is not necessary to provide a proposal submission. See RFP items 3.2.D.11 and 3.2.D.6</p>
29.	<p>The enrollment figures provided in the Bid Solicitation Document includes breakout for “Retirees” and “Medicare.” Does the “Retiree” category include retirees who are <65 years old/not yet eligible for Medicare?</p> <p>See Addendum for Table in Section 2.2.E.3.</p>
30.	<p>Regarding Technical Proposal Packet-Information for Evaluation question E.5.1: “Would your organization assign specific staff accountable to respond to the EBD plan requests? Define your ability to administer special handling requests.” Please provide an example of a “special handling request”.</p> <p>Examples are: Requests for data due to legislative audit inquiries or Plan design or fixes that need special attention, etc.</p>
31.	<p>The request to provide a proposed and detailed implementation time chart with implementation beginning on September 1, 2015 and go-live for January 1, 2016. When is the implementation start date?</p> <p>See Addendum for E.2.B</p>
32.	<p>Please confirm that the ‘EO 98-04 Disclosure Form’ requested in Section 1.7 3.a. is the ‘Contract and Grant Disclosure and Certification Form’.</p> <p>Confirmed.</p>
33.	<p>Please confirm if attachments can be included in PDF format?</p> <p>Confirmed.</p>
34.	<p>Can you confirm the award date and start date for new program</p> <p>The award date will be as soon as possible after an apparent successful bidder is determined. The start date for the new program is January1, 2016.</p>

35.	<p>You note that out of state mail and specialty are not to be promoted. Do you have in-state providers that are to be contracted??</p> <p>See Addendum 2 for 2.7.B</p>
36.	<p>There are mail questions in the RFP. Is mail option to be included?? Specialty??</p> <p>See Section 1.1 of the RFP</p>
37	<p>These questions are listed under optional services. Does EBD provide all call center support. Can you share what the expectation is for pbm to provide??</p> <p>See Addendum 2 for 2.22.A</p>
38	<p>Can you define what level of clinical support is expected??</p> <p>None.</p> <p>It appears that EBD does PA, Step Therapy, other clinical support functions.</p> <p>Clinical services are not part of this RFP.</p>
39	<p>Do you require the PBM to provide members with ID cards?</p> <p>Currently, that service is handled by EBD.</p>
40	<p>Regarding the Voluntary Product Accessibility Template (VPAT), is there a certain form to fill out and supply?</p> <p>Yes. This is a standard Federal form and can be found at the US Department of State's website: http://www.state.gov/m/irm/impact/126343.htm</p>
41	<p>What are the parameters and deliverables associated with the annual audit?</p> <p>See Addendum 2 for 2.10.G</p>
42	<p>Please confirm we do not need to sign and supply Attachment A and Attachment B with the proposal submission.</p> <p>Confirmed.</p>

43	<p>It is [our]standard practice to release our proprietary and confidential MAC list only to groups that we have an executed Non-Disclosure Agreement with. Please provide a Non-Disclosure Agreement or advise if we can submit an agreement to the State for signature</p> <p>The State of Arkansas shall not sign a non-disclosure agreement. See Section 1.16 of the RFP for Information regarding proprietary information. The State of Arkansas FOIA laws shall apply to all proposal documents.</p>
44.	<p>The RFP says to include an implementation timeline that begins on September 1. With the RFP responses due on Sept 11, when do you anticipate a decision will be made and implementation should actually begin? Also, should we provide the timeline that begins on Sept 1, as the RFP says, or one that uses the actual implementation start date?</p> <p>See Addendum for E.2.B</p>
45.	<p>As we process the claims data, we may have additional questions. Please confirm that additional questions specifically regarding the claim data can be submitted after August 21st.</p> <p>The formal Q&A deadline was August 21, 2015.</p>
46.	<p>Please provide the current list of PA, step therapy and QLL edits supported in the EBRx program. Does EBD handle PAs or will that be the responsibility of the PBM?</p> <p>This information is not necessary to provide a proposal submission. See Section 2.5.C and 2.3.K of the RFP.</p>
47.	<p>Please provide the number of CSRs and types of calls/support handled by the current PBM. Will those duties be transitioned completely to the new PBM awarded this business?</p> <p>See Addendum for 2.22.A</p>
48.	<p>Please provide a list of the current PBM's account team staff that are (a) located onsite at EBD and (b) located in the state of Arkansas. What are their roles and responsibilities? What are Is it [sic] your expectation that the new PBM will mirror this support?</p> <p>See section 2.9. of the RFP. See answer to Question 27.</p>
49.	<p>Section 2.16 D. describes that salaries for up to 12 employees are reimbursed by EBD. 2.16 G describes current positions and Salaries. Are these salaries passed through at cost to EBD? In the Official Price Sheet, Table B there is an estimated cost for the 12 employees. Is the PBM at risk that this is a maximum cost?</p> <p>See Sections 2.16. D and 2.16.E of the RFP.</p>

50.	<p>The RFP says EBD will have final determination over which drugs are termed generic and will be the sole determiner of MAC pricing. Our pricing guarantees are determined based on our expectation that we control those tasks. Should we provide guarantees based on the assumption that EBD will use our recommendations on MAC pricing and generic classification?</p> <p>See Section 2.5.I and 2.5.L of the RFP.</p>
51.	<p>The RFP says MAC lists must “remain” identical across all channels”.</p> <p>Does identical mean in content or price?</p> <p>Vendor should assume the standard definition of “identical” which means, “Similar in every detail; exactly alike; being the very same” etc.</p> <p>Does this also apply to different pharmacies within our network that may have different contracted MAC and non-MAC rates?</p> <p>See 3.2.D.6 of the RFP</p> <p>Is the expectation that all pharmacies are reimbursed at the same rates including brand and non mac generic discounts, mac prices and brand and generic dispensing fees?</p> <p>See 3.2.D.6 and 3.2.D.11 of the RFP.</p>
52.	<p>The RFP says the “vendor must have an online Arkansas-based network...”. Please define “online”.</p> <p>See Addendum 2 for 2.7.B</p> <p>Does EBD prefer a pricing solution that utilizes our broadest network or a custom network that meets the 95%/50K pharmacies requirements of the RFP?</p> <p>See Addendum 2 for 2.7.B for minimum requirement.</p>
53.	<p>The RFP directs us not to change any of the questions, but the pricing table provided does not include fields for dispensing fees or the option to provide different rates for each year. Can we customize the pricing sheet or provide our own supplemental pricing document?</p> <p>No. See addendum 2 for 1.13.L</p> <p>Is it the intention that discounts and dispensing fees are guaranteed as the Excel Pricing Exhibit has no section for discounted rates?</p> <p>See 3.2.C.2 and 3.2.D.8 of the RFP</p>