



KanCare MCO RFP
Evaluator Training

January 11, 2024

Agenda

- Welcome and Introductions
- Overview of the KanCare MCO RFP
- Evaluation Process
 - Review of Mandatory Requirements
 - Independent Review
 - Consensus Review
- Review of Technical Questions
- Evaluation Exercise
- Questions



Welcome and Introductions

Evaluation Team Assignments

Care Coordination/Clinical

Evaluators

1. Biainett Smith, KDHE
2. Jolynn Foltz-McCall, KDHE
3. Victor Nguyen, KDHE
4. Charley Bartlett, KDADS-BHS
5. Seth Kilber, KDADS-LTSS

Quality/Health Equity

Evaluators

1. Anne Yeakley, KDHE
2. Christy Lane, KDHE
3. John Powell, KDHE
4. Jamie Katsbubas, KDADS-LTSS
5. Gary Henault, KDADS-BHS

Provider Network/Operations

Evaluators

1. Mendy Jump, KDHE
2. Ryan Gonzalez, KDHE
3. Suzy Moore, KDHE
4. Matt Beery, KDADS-LTSS
5. Patricia Satterlee, KDADS-BHS

Case Scenarios

Evaluators

1. Fran Seymour-Hunter, KDHE
2. Laura Leistra, KDHE
3. Shalae Harris, KDHE
4. Melissa Bogart-Starkey, KDADS-BHS
5. Susan Segelquist, KDADS-LTSS



Mercer Facilitator, Scribe, and Alternate

Care Coordination/Clinical

Facilitator/Scribe

1. Kimberly Donica
2. Shelby Proft

Alternate

1. Brittany VanDerSalm

Quality/Health Equity

Facilitator/Scribe

1. Beth Lewis
2. Ashleigh Salinski

Alternate

1. Kayla Whaley

Provider Network/Operations

Facilitator/Scribe

1. Shannon Kojasoy
2. Jenny Feliciano

Alternate

1. Gretchen Horton-Dunbar

Case Scenarios

Facilitator/Scribe

1. Michal Rudnick
2. Bonnie Wennerstrom

Alternate

1. Connor Rahbany

Overview of the KanCare MCO RFP

RFP Purpose and Background

On October 2, 2023, the State issued a request for proposal (RFP) to procure Managed Care Organizations (MCOs) for its Medicaid and Children’s Health Insurance Program (CHIP) — KanCare.

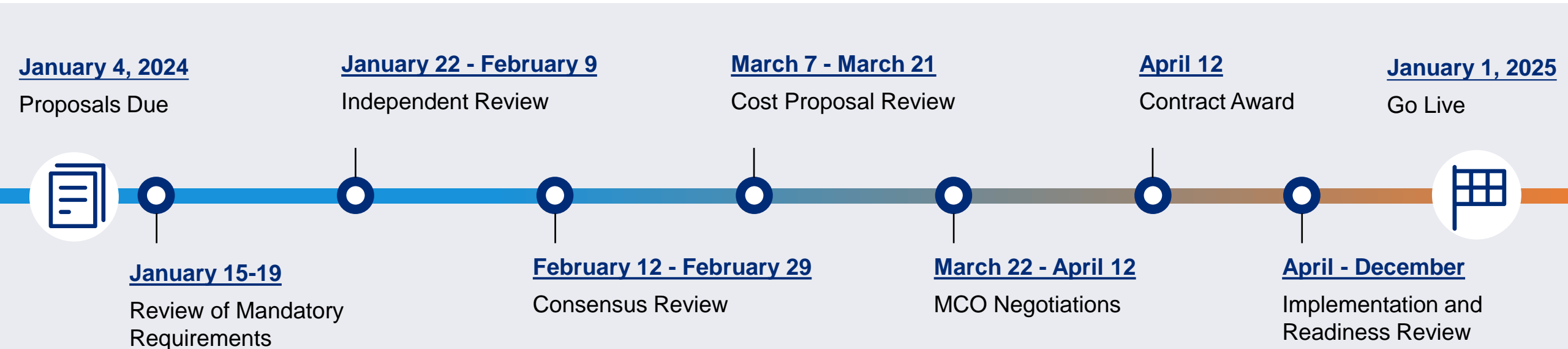
The State intends to select three (3) statewide MCOs to deliver services through a managed care model to provide high quality, integrated, well-coordinated, and cost-effective services to improve the health outcomes of the populations currently covered by Medicaid and CHIP in Kansas.



RFP Milestones and Timeframes

RFP was released October 2, 2023

- Pre-proposal Conferences (October 16, 2023)
- Responses to Questions and RFP Amendment (November 28, 2023)



**Future dates are subject to change.*

KanCare Vision and Goals



Partnering together to support Medicaid members in achieving health, wellness, and independence for a healthier Kansas.

To advance this vision, the State has identified the following KanCare goals:

1
Improve member experience and satisfaction.

2
Improve health outcomes by providing holistic care to members that is integrated, evidence-based, and well-coordinated, and that recognizes the impact of social determinants of health (SDOH).

3
Reduce health care disparities.

4
Expand provider network and direct care workforce capacity and skill sets.

5
Improve provider experience and encourage provider participation in Medicaid.

6
Increase the use of cost-effective strategies to improve health outcomes and the service delivery system.

7
Leverage data to promote continuous quality improvement to achieve the goals of the KanCare program.

KanCare Program Enhancements

Care coordination



- Enhancements to care coordination
- Community-based care coordination for HCBS waiver populations
- Expectations for coordination between the MCO's care coordinator, the community care coordinator, and/or other care coordination entities
- Imposition of withhold from MCOs if certain services in PCSP not provided

Access to Services/ Workforce



- Availability and enhancement of skill sets of direct care workforce for behavioral health and LTSS improvements
- Non-emergency medical transportation improvements
- Requirements to assist members to access DME
- More frequent updates to provider directory
- Emergency management plan to provide covered services during emergencies

Provider experience



- State intent to implement centralized credentialing
- Shorter credentialing timeframes pending centralized credentialing
- Expectation to streamline and standardize prior authorization processes across MCOs
- Reduction of timeframe for MCOs to make prior authorization decisions
- Enhanced requirements for peer-to-peer consultation, including qualifications
- One-on-one assistance to providers related to claims

KanCare Program Enhancements

Maternal and infant health



- Maternity care coordination expectations
- Value-added benefits for pregnant and postpartum women
- Development of a dashboard report of prenatal and postpartum measures

Social Determinants of Health



- Heightened expectations for health screening
- Identification of SDOH needs of members and expectations for resource referrals
- MCO investment of a portion of their profits in the community

Ensure quality of health and health care across all populations



- Addition of a health equity director/manager as key personnel
- Identification and remediation of health disparities
- Improvement of access to interpretation services

- Section 1: RFP Purpose and Background (includes KanCare vision and goals)
- Section 2: General Information (e.g., RFP SOW, bidder’s library)
- Section 3: Procurement Events (including the procurement schedule)
- Section 4: Proposal Submission Requirements (including questions for bidders)
- Section 5: Evaluation Process
- Section 6: Selection
- Section 7: Scope of Services (previously Section 5)
- Section 8: Terms and Conditions
- Attachments (DOA forms, template for submission of questions, and cost sheet)

- Appendices (formerly attachments)

Appendix #	Appendix Title
A	Definitions and Acronyms
B	Reserved (previously HCBS Waiver enrollment; replaced with a link)
C	Services
D	Grievances, Reconsiderations, Appeals, and State Fair Hearings
E	Health Screen Tools and Scoring Methodology (was attachment F)
F	KanCare Health Risk Assessment (was attachment E)
G	Liquidated Damages
H	Initial List of Reports
I	KanCare Claims Processing Requirements
J	Encounter Data Requirements
K	KanCare Initial Care Coordination Process Workflow
L	Care Coordination Matrix
M	Other Systems Data Processing and Reporting Requirements (separated from attachment J, Encounter Data and Other Requirements)

Evaluation Process

Evaluation Process

RFP Evaluation Process — Three Phases

- Phase 1: Review of Mandatory Requirements
- Phase 2: Review of Technical Proposals
 - Independent review and rating of bidders' technical proposal and exhibits
 - Consensus review and rating of bidders' technical proposal and exhibits
- Phase 3: Review of Cost Proposals

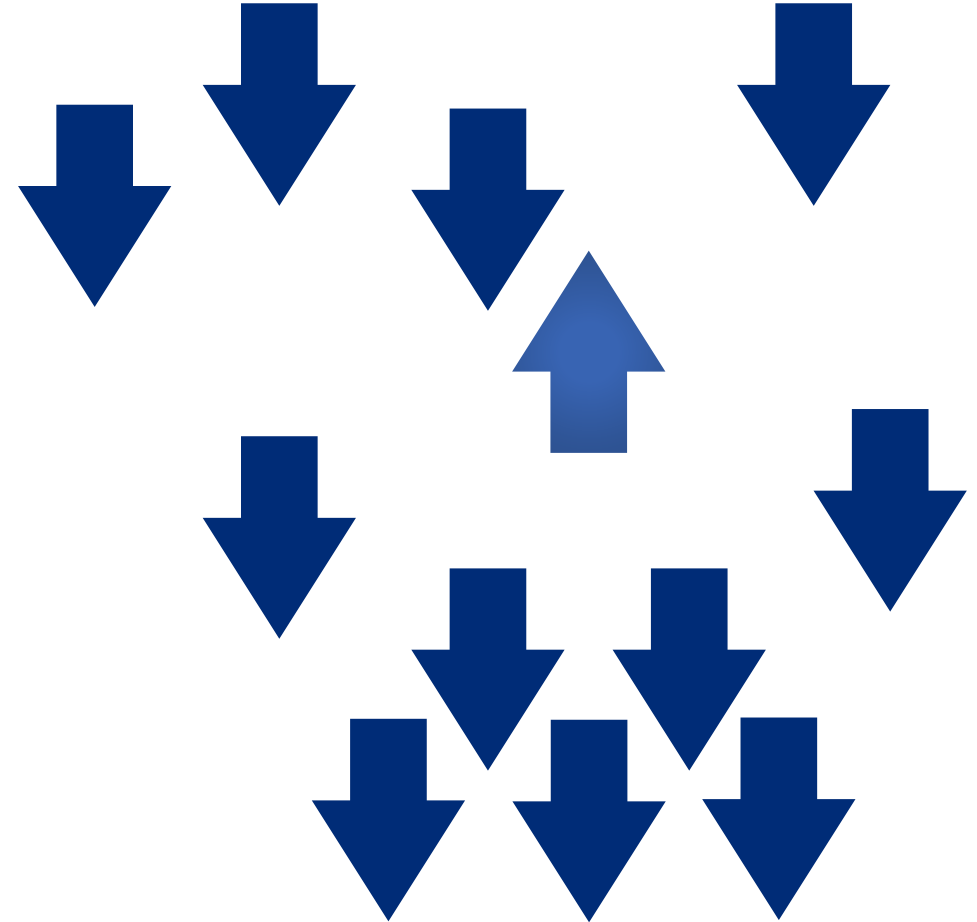


Review of Mandatory Requirements

Review of Mandatory Requirements

The Process

- Bidders were required to submit evidence of meeting certain minimum requirements referred to as mandatory requirements.
- Failure to meet one or more mandatory requirements could eliminate a proposal from further consideration (pass/fail).
- Specific individuals were asked to review one or more responses to mandatory requirements.
- Proposals that have demonstrated meeting the mandatory requirements will proceed to Phase 2, Review of Technical Proposals.



Examples of Mandatory Requirements

- The proposal contains evidence of the bidder's acceptance of all RFP requirements or proposed exceptions to RFP requirements that are acceptable to the State as specified in Section 6.3.C, Technical Proposal Submission Requirements.
- The proposal contains either a conflict of interest (COI) attestation or COI mitigation plan (as applicable) that is acceptable to the State as specified in Section 6.3.C, Technical Proposal Submission Requirements.
- The proposal contains evidence of either a Certificate of Authority (COA) from the Kansas Insurance Department (KID) or a health insurance license in another state as specified in Section 6.3.C, Technical Proposal Submission Requirements.
- The proposal contains evidence that is acceptable to the State of the bidder's financial viability and solvency to perform the responsibilities under this RFP as specified in Section 6.3.C, Technical Proposal Submission Requirements.

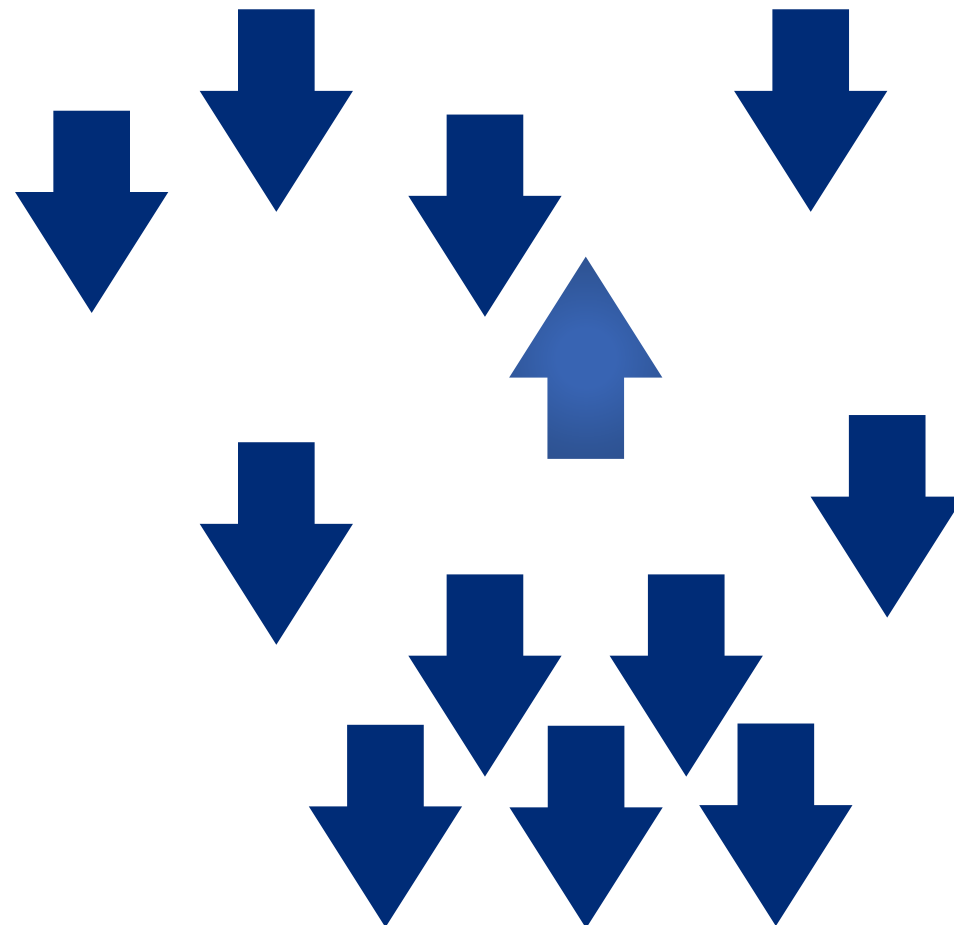


Independent Review

Your Role During Independent Review

The Process

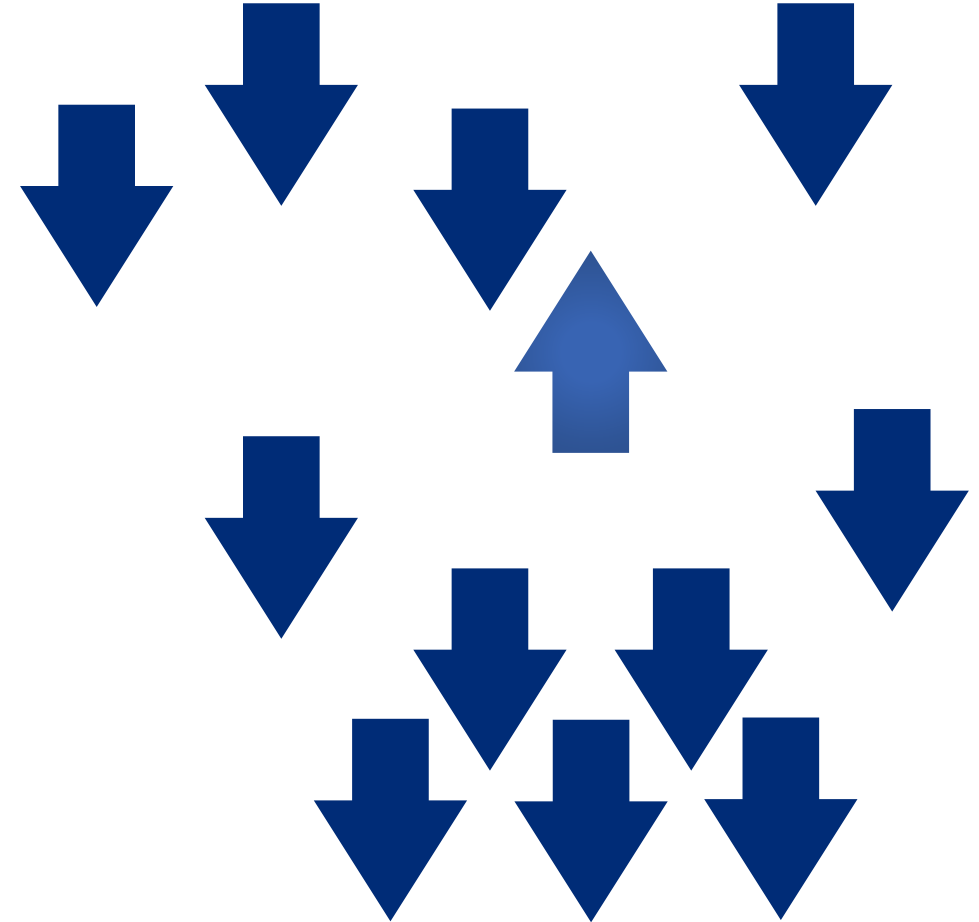
- Read and review each bidder's responses to the KanCare technical questions in the order you are directed to review the bidders.
- Independently evaluate and rate the response to each question using the response considerations in the evaluation guide and the rating scale/definitions.
- Evaluate each response against the RFP, RFP Amendment 2, including responses to Q&As, and other relevant materials from the bidder's library.
- Rate each response based on the information the bidder has provided.
- Draw on your own experience and expertise when reviewing and evaluating each response.
- Document your rating and notes to support the rating for each question in the evaluation guide.
- Review and rate the responses for one bidder before reviewing and rating the responses of another bidder.
- Fully complete your independent review of all bidder responses before consensus review.



Your Role During Independent Review

The “Do’s”

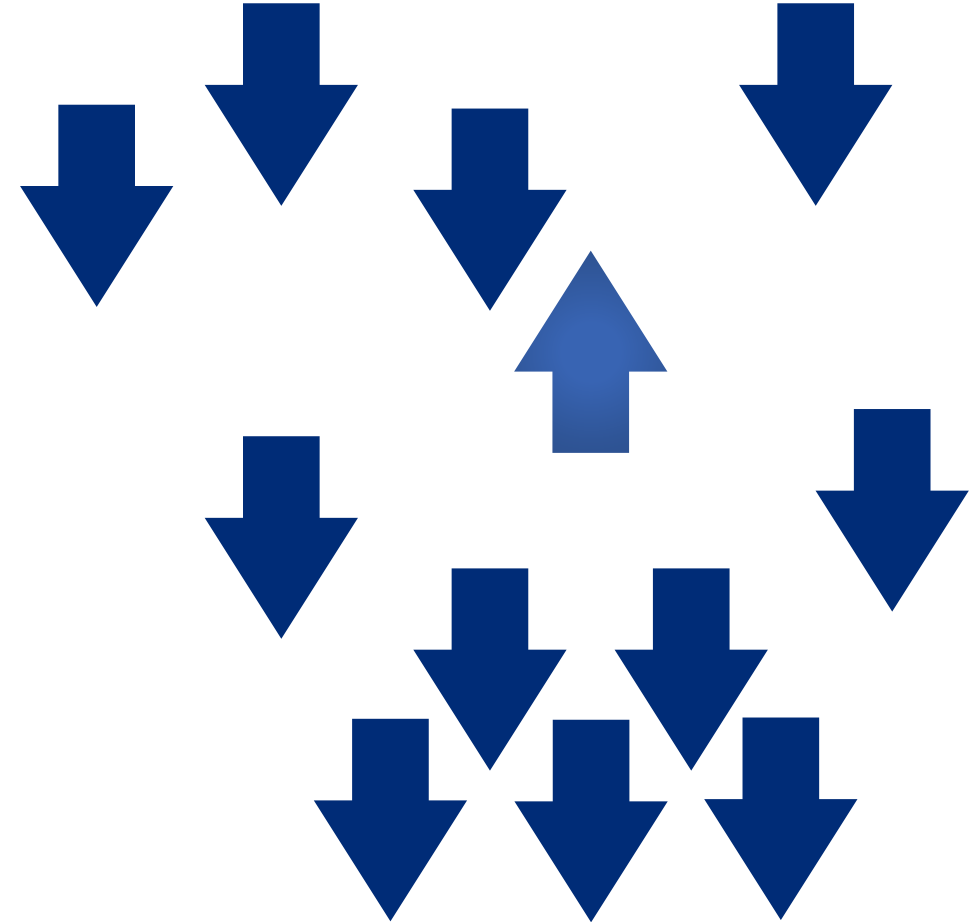
- Contact Bonnie/Amanda immediately if you experience any difficulty accessing proposals.
- Be consistent in your evaluation, rating, and documentation. Treat all bidders fairly and equally.
- Rate responses using the rating scale and definitions.
- Use the response considerations in the evaluation guides as guidance; it is not a checklist.
- Draw on the evaluation materials and tools and your subject matter expertise when evaluating and rating responses.
- Capture ratings and all comments and notes in the individual evaluation guides. Include page of bidder’s response in your notes for easier reference during consensus review sessions/meetings.
- Complete all of your individual evaluation guides in whole before the consensus review sessions start.
- Keep materials in a secure location that is not accessible to others.
- When away from your computer, secure computer screens with a password-protected screen saver or by manually locking it (Ctrl+Alt+Del or Windows+L).
- Capture all comments and notes in the individual evaluation guides.



Your Role During Independent Review

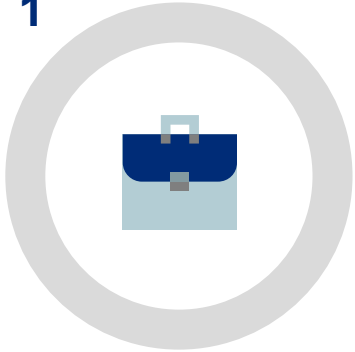
The “Don’ts”

- Do not delay in completing your independent review of bidders’ responses.
- Do not read, review, or rate any bidder’s responses to technical questions out of order.
- Do not discuss the bidders’ responses, your review, concerns, or the identity of bidders with anyone other than persons authorized by the State to address escalated issues.
- Do not consider information about bidders other than that included in a bidder’s response (e.g., experience with or knowledge about the bidder).
- Do not compare one bidder’s response to another bidder’s response. This is not an exercise to rank bidders against one another; it is to assess each response independently.
- Do not make inferences or assumptions when evaluating and rating responses. Responses must be clear and explicit.
- Do not use or consider the bidder’s responses to other technical questions when evaluating a response to a particular question.
- Do not read, review, or consider content that you are instructed not to consider on the basis that the response exceeds the page limit in each Topic Area.
- Do not leave evaluation materials in plain view or accessible to any other person. Evaluation materials must be secured at all times.
- Do not print evaluation materials other than as directed.
- Do not bring evaluation materials to public areas (coffee shops, etc.).



Evaluator Resources and Tools

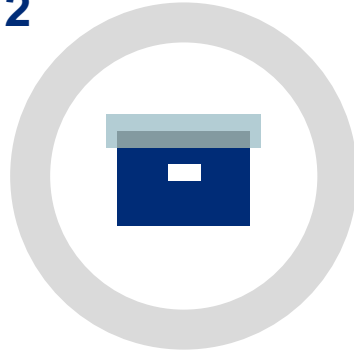
1



Bidders' Proposals

- Bidders' responses to technical questions
- Located in OPC SharePoint Site
- Sole source of information used by evaluators to review and rate the bidders' proposals

2



RFP Resources

- RFP located in OPC SharePoint
- RFP Amendments and responses to bidders' questions will be contained in the bid package that the bidders are required to sign and return

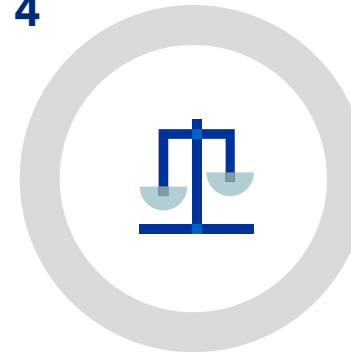
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Evaluation Guides

- Guidance tool to evaluate the content of responses to each technical question
- Used to document independent and consensus evaluation reviews and ratings

4



Rating Scale and Definitions

- Guidance tool to evaluate the quality of responses to each technical question
- Rating scale ranges from 1 to 5
- Defines each rating

5



Evaluator Training Presentation

- Training for evaluators and alternates to understand their roles and responsibilities

- Evaluation guides are used to:
 - Offer information for evaluators to consider when reviewing the content of the response
 - Provide key RFP references
 - Document ratings and supporting notes for each bidder during the independent review
 - Document ratings and supporting notes for each bidder during consensus review
- One set of evaluation guides per bidder
- One evaluation guide per technical question
- Must be filled out completely during independent review — prior to consensus sessions
- Evaluators will use their own guides to support participation in consensus sessions
- Only the evaluation guides completed during the consensus reviews will be the “official” documentation of the ratings and supporting notes

Accessing Materials

- Evaluators will access bidders' responses to technical questions in the SharePoint site set up by OPC for this procurement. Like the process for mandatory reviewers, evaluators will be sent a link.
- Evaluators will have access to the following additional information in the OPC's SharePoint site:
 - RFP
 - RFP amendments and responses to bidders' questions as part of the bidders' bid package
- Evaluators must arrange to pick up PAPER copies of the evaluation guides (1 set for each bidder) and rating scale/definitions as follows:

For KDHE Evaluators:

Ramona Synder

Ramona.Snyder@ks.gov

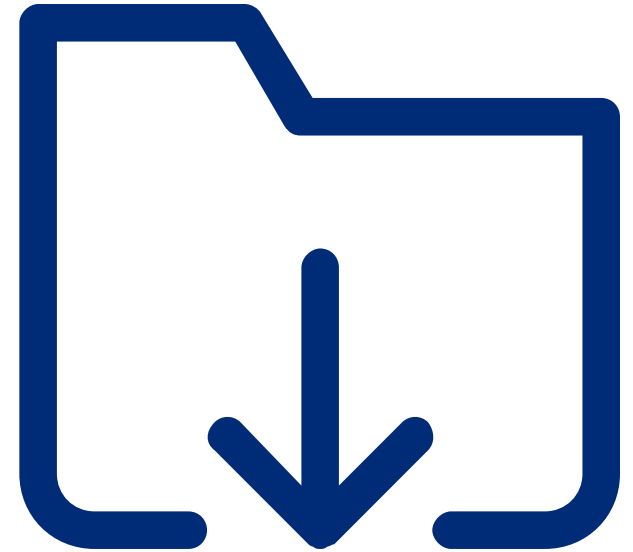
Office phone #: 785 296 3437

For KDADS Evaluators:

Allison Myer

Allison.Myer@ks.gov

Office phone #: 785 296 5933



Evaluation Guide Example

Bidder Name	Question Number	Topic Area	Evaluation Criteria
MCO XYZ	2	Experience and Qualifications	Experience, Method of Approach

RFP Technical Question
Describe an innovative approach the bidder successfully implemented in a program similar to KanCare that the bidder will use to improve timely completion of Member Health Screens in the KanCare program. Include the following in the bidder's response: <ol style="list-style-type: none"> A description of the innovative approach and targeted outcomes. How the bidder measured and monitored improvement. Lessons learned. The measurable improvement achieved; and why the bidder anticipates the approach will be successful for improving timely completion of Member Health Screens in the KanCare program. The projected impact on the KanCare program.

Key RFP references related to the question.

The evaluation criteria that applies to the question.

RFP References	
7.3: Covered Services	7.3.4: Value-Added Benefits
7.4: Care Coordination	7.4.1: Care Coordination Program Overview 7.4.2: Health Screens, Health Risk Assessments, and Needs Assessments 7.4.6: Care Coordination Roles and Responsibilities
7.9: Quality Assessment and Performance Improvement	7.9.3: Quality Assessment and Performance Improvement Goals and Objectives
Appendix E: Health Screen Tool and Scoring Methodology	
Appendix K: KanCare Initial Care Coordination Process Workflow	
Appendix L: Care Coordination Matrix	

RFP section references.

RFP sub-section references.

Response Considerations
<ol style="list-style-type: none"> Does the response fully address all aspects of the question? Does the response fully address all relevant RFP requirements and is the response consistent with the RFP? Does the response describe underlying challenges that impact the timely completion of member health screens? Does the response describe an approach that is innovative and addresses the underlying challenges to improve the timely completion of member health screens, such as: <ol style="list-style-type: none"> Creative methods to contact and engage members to complete health screens; Creative methods for members to complete health screens; Member and family education about the benefit of health screens to encourage members/families to complete health screens; Member incentives to promote completion of health screens; and/or

Prompts to assist evaluators to determine the responsiveness of the bidder's response.

Evaluation Guide Example

Bidder Name
MCO XYZ

Question Number
4

Evaluator Name

Capture general comments, strengths, and weaknesses to support your rating.

EVALUATOR NOTES	
Response Strengths	Response Weaknesses
General Notes	

Select your rating by checking the respective box.

Rating				
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Rating Scale and Definitions

Rating Scale	Definition	Notes	Percentage of Points
5	<p>The response is excellent. The response fully addresses the technical question and associated RFP requirements and demonstrates superior method of approach, capabilities, and/or experience, as applicable to the question.</p>	<p>To support a five (5) rating, the evaluator must document that the response demonstrates:</p> <ul style="list-style-type: none"> • A method of approach that is highly desirable to the State and represents best practice or innovation in many areas of the response. The description is detailed enough to determine that the approach is viable, geographically appropriate (when necessary) and describes how the bidder will meet or exceed the requirements in the RFP; and/or • Highly desirable capabilities that are either currently in place or that will be implemented in accordance with a detailed and viable description of how the bidder will develop the capabilities. Capabilities include organizational infrastructure and resources such as staffing resources, established protocols, information technology (IT) systems and system capabilities, organizational structure, technology, operational infrastructure necessary to meet or exceed the requirements in the RFP; and/or • Extensive experience performing similar work to that required in the RFP and with similar populations, program size, and covered services; and • The response has no significant weaknesses. 	100%

Rating Scale and Definitions

Rating Scale	Definition	Notes	Percentage of Points
4	<p>The response is very good. The response fully addresses the technical question and associated RFP requirements and demonstrates excellence in method of approach, capabilities and/or experience, as applicable to the question.</p>	<p>To support a four (4) rating, the evaluator must document that the response demonstrates:</p> <ul style="list-style-type: none"> • A method of approach that is desirable to the State and represents best practice or innovation in some areas of the response. The description is detailed enough to determine that the approach is viable, geographically appropriate (when necessary) and describes how the bidder will meet or exceed the requirements in the RFP; and/or • Desirable capabilities that are either currently in place or that will be implemented in accordance with a detailed and viable description of how the bidder will develop the capabilities. Capabilities include organizational infrastructure and resources such as staffing resources, established protocols, IT systems and system capabilities, organizational structure, technology, operational infrastructure necessary to meet or exceed the requirements in the RFP; and/or • Relevant experience performing similar work to that required in the RFP and with similar populations, program size, and covered services; and • The response has no significant weaknesses. 	75%

Rating Scale and Definitions

Rating Scale	Definition	Notes	Percentage of Points
3	<p>The response is good. The response fully or nearly fully addresses the technical question and associated RFP requirements and adequately demonstrates the method of approach, capabilities and/or experience, as applicable to the questions.</p>	<p>To support a three (3) rating, the evaluator must document that the response demonstrates:</p> <ul style="list-style-type: none"> • A method of approach that is desirable to the State and includes a description with enough detail to determine that the approach is viable and geographically appropriate (when necessary) and describes how the bidder will meet the requirements in the RFP; and/or • Adequate capabilities are either currently in place or that will be implemented in accordance with a detailed and viable description of how the bidder will develop the capabilities. Capabilities include organizational infrastructure and resources such as staffing resources, established protocols, IT systems and system capabilities, organizational structure, technology, operational infrastructure necessary to meet the requirements in the RFP; and/or • Some experience performing similar work to that required in the RFP and with similar populations, program size, and covered services; and • The response has no significant weaknesses but may have minor weaknesses that can be reasonably overcome. 	50%

Rating Scale and Definitions

Rating Scale	Definition	Notes	Percentage of Points
2	<p>The response is minimally acceptable. The response does not fully address the technical question and/or associated RFP requirements, or does not sufficiently demonstrate the method of approach, capabilities, and/or experience, as applicable to the question.</p>	<p>To support a two (2) rating, the evaluator must document that the response demonstrates:</p> <ul style="list-style-type: none"> • A method of approach that is not desirable to the State, lacks enough detail to determine that the approach is viable and geographically appropriate (when necessary), and/or does not describe how the bidder will meet the requirements in the RFP; and/or • Some capabilities offered are insufficient, do not appear to be viable; or the response lacked sufficient detail to describe how the bidder will develop the capabilities to meet the requirements of the RFP. Capabilities include organizational infrastructure and resources such as staffing resources, established protocols, IT systems and system capabilities, organizational structure, technology, operational infrastructure necessary to meet the requirements in the RFP; and/or • Some, but limited, experience performing similar work to that required in the RFP and with similar populations, program size, and covered services; and/or • The response has a significant weakness or a number of weaknesses and/or a number of minor weaknesses that will be difficult to overcome. 	25%

Rating Scale and Definitions

Rating Scale	Definition	Notes	Percentage of Points
1	<p>The response is poor or unacceptable. The response fails to address most elements of the technical question and/or associated RFP requirements, fails to demonstrate the method of approach, capabilities, and/or experience as applicable to the question, or no response was provided.</p>	<p>To support a one (1) rating, the evaluator must document that the response demonstrates:</p> <ul style="list-style-type: none"> • A method of approach that lacks enough detail to evaluate how the bidder will meet the requirements in the RFP and/or that violates the requirements in the RFP; and/or • Most or all capabilities offered are insufficient or do not appear to be viable and/or the response lacks enough detail to evaluate how the bidder will develop the capabilities to meet the requirements in the RFP. Capabilities include organizational infrastructure and resources such as staffing resources, established protocols, IT systems and system capabilities, organizational structure, technology, operational infrastructure necessary to meet the requirements in the RFP; and/or • A lack of relevant experience performing similar work to that required in the RFP and with similar populations, program size, and covered services; and/or • The response has significant weakness that cannot be overcome and/or a large number of minor weaknesses; and/or • The bidder did not provide a response to the question. 	0%

Consensus Review

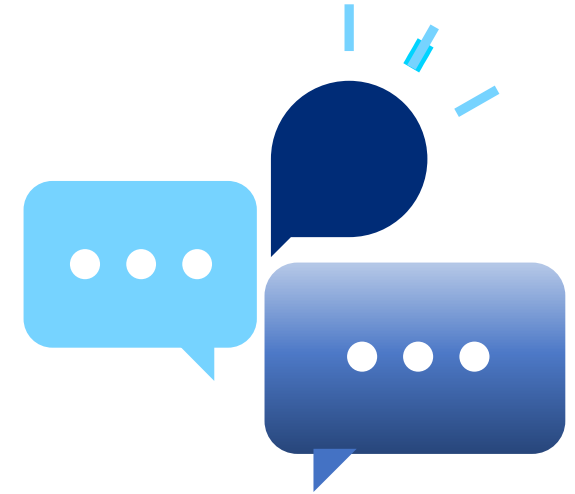
Consensus

What Is It?

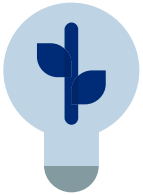
- Consensus is a decision-making process that helps a group of people come to an agreement.
- Input and ideas of all participants are gathered and synthesized.
- The process takes time, skill, commitment, and facilitation.
- In coming to a consensus decision, everyone feels their position was heard and understood.
- The goal is for the evaluation team to agree that the rating is sound and consistent with the evaluation process guidelines.

What Is It Not?

- The end result is not an average rating.
- Consensus does not mean that the final decision is necessarily an evaluator's first choice.
- Evaluators are not expected to go along with the most vocal member.



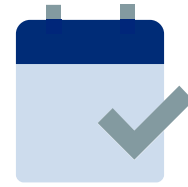
Mercer's Role as Facilitator and Scribe



Help ensure everyone is able to contribute and use their expertise.



Help ensure the rating assigned is based on the information the bidder has provided, not based on individuals' experience with, or other knowledge about, the bidder.



Help ensure the rating reflects the strength of the bidder's response against RFP requirements and not against other bidder responses.

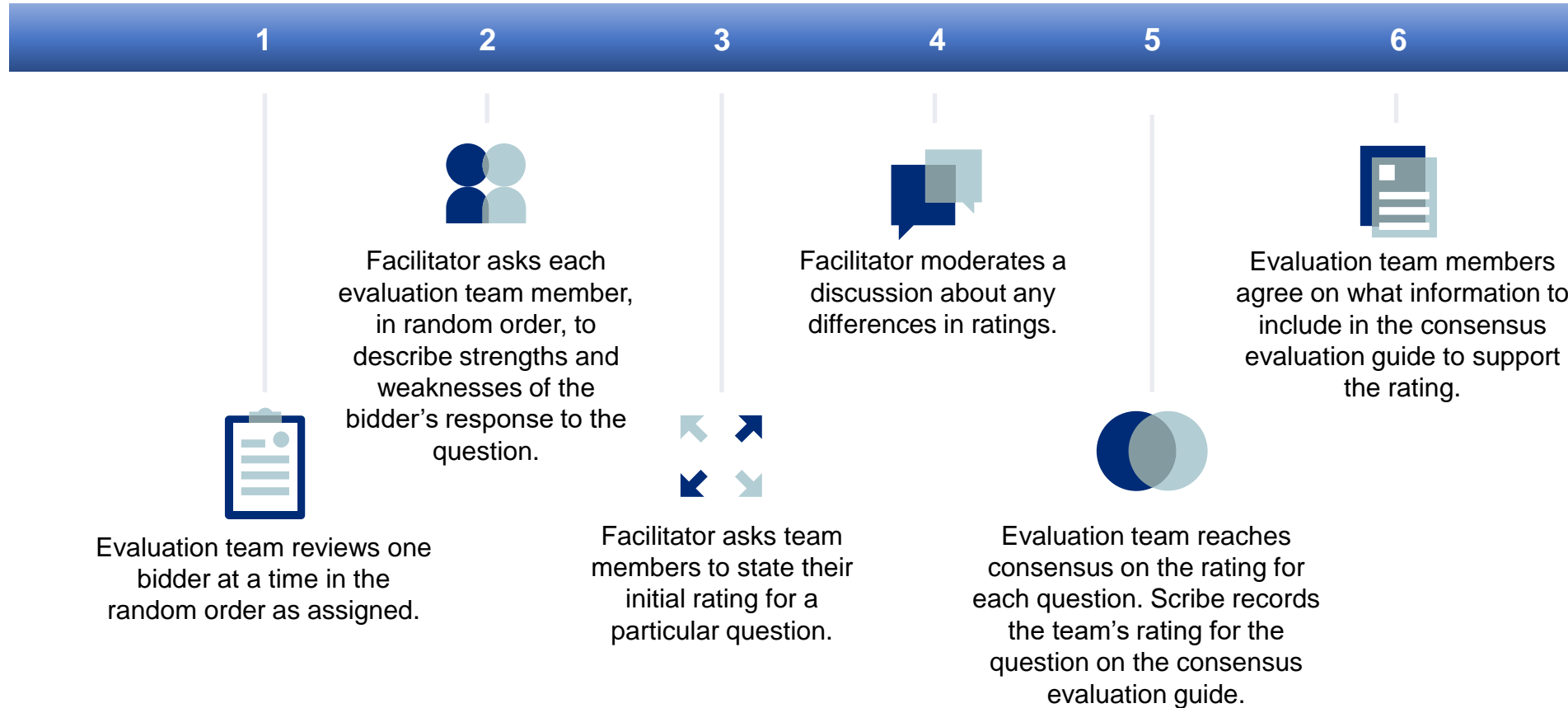


Document the consensus rating and supporting notes. Mercer will not evaluate or rate responses.

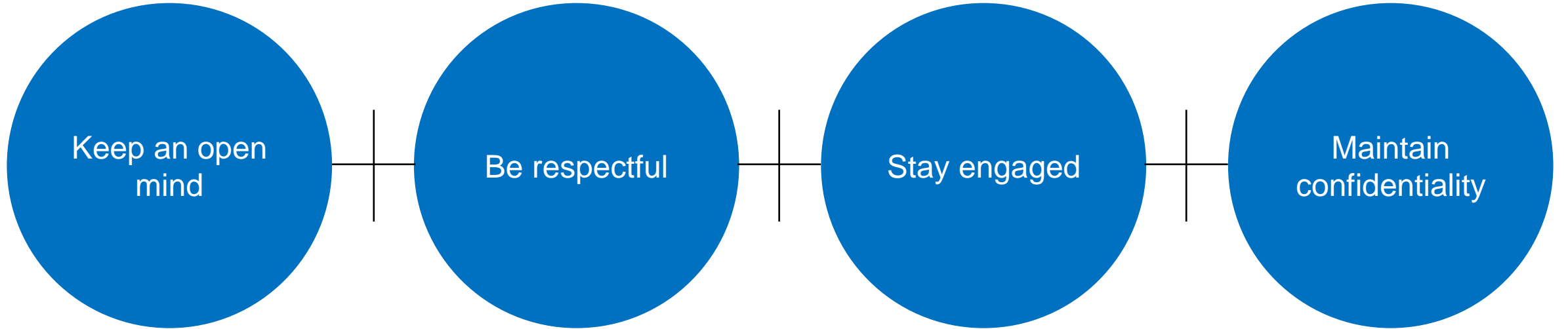


Keep the evaluation team on track and moving forward.

Consensus Process



Evaluator Expectations During Consensus



-
- Check “rank” at the door
 - Do not have preconceived notions
 - Rate using a consensus approach

-
- Respect others’ opinions
 - Do not criticize or put down the ideas and suggestions of others
 - Do not have side bar conversations

-
- Turn off cellphones; no IMs
 - Avoid outside distractions
 - Actively participate — do not be a “wall flower”
 - Cameras on

-
- Do not discuss evaluation with other team members outside of the consensus meetings
 - Do not discuss the consensus discussions with anyone
 - Keep evaluation materials in a secure location
 - **After consensus is complete, turn in the paper copies of the individual evaluation guides to Ramona or Allison**

- Subject matter experts (SMEs) will be available to, and may be requested by, the evaluation team. SMEs offer specialized expertise to the evaluation team related to the technical question that the selected evaluators do not have (e.g., information systems, pharmacy).
- Evaluation teams may only request SMEs during the consensus reviews. This is to ensure consistency of information available to the entire evaluation team.
- Evaluation teams may make their request for SME assistance to the Mercer facilitator.
- SMEs may be asked to review bidder responses to specific technical questions for ad hoc guidance for the evaluation team's consideration but will not evaluate nor rate bidders' responses.





Technical Issues and Attendance Issues During Consensus Sessions

- Technical Issues
 - If you have technical issues joining via computer, immediately try calling into the session by phone.
 - If you are unable to join via computer or phone, notify the Mercer facilitator as soon as possible.
- Unexpected Absences
 - If you are unable to participate in a consensus session due to an unexpected absence, contact the Mercer facilitator as soon as possible.

Any absences during the consensus evaluations will result in the review being delayed until all evaluators are in attendance!

Review of Technical Questions

37 Technical Questions

- ❖ **6 Sections of Topic Areas**
 - ❖ Experience and Qualifications (3 questions)
 - ❖ Member Experience (3 questions)
 - ❖ Integrated, Whole-Person Care (5 questions)
 - ❖ Utilization Management and Benefits (7 questions)
 - ❖ Quality Assurance (3 questions)
 - ❖ Provider Network (5 questions)

- ❖ **1 Section for Complex Case Scenarios**
 - ❖ 11 case scenarios
 - ❖ Clinical and operational
 - ❖ Targeted populations
 - ❖ Targeted complexities and pain points

- ❖ **Evaluation Criteria**
 - ❖ Experience
 - ❖ Method of approach
 - ❖ Capabilities



Experience and Qualifications

- Experience
- Innovative Approach
- Business Partner



Member Experience

- Member/Family Outreach, Education, and Engagement
- Member/Family Feedback to Improve Program
- Provider Directory



Integrated, Whole-Person Care

- Care Coordination Program
- Community Health Workers
- Integrated, Whole-Person Care
- SDOH
- Health Equity



Utilization Management and Services

- Utilization Management
- MHPAEA
- Pharmacy
- NEMT
- BH Crisis
- Tobacco Cessation
- Value-Added Benefits



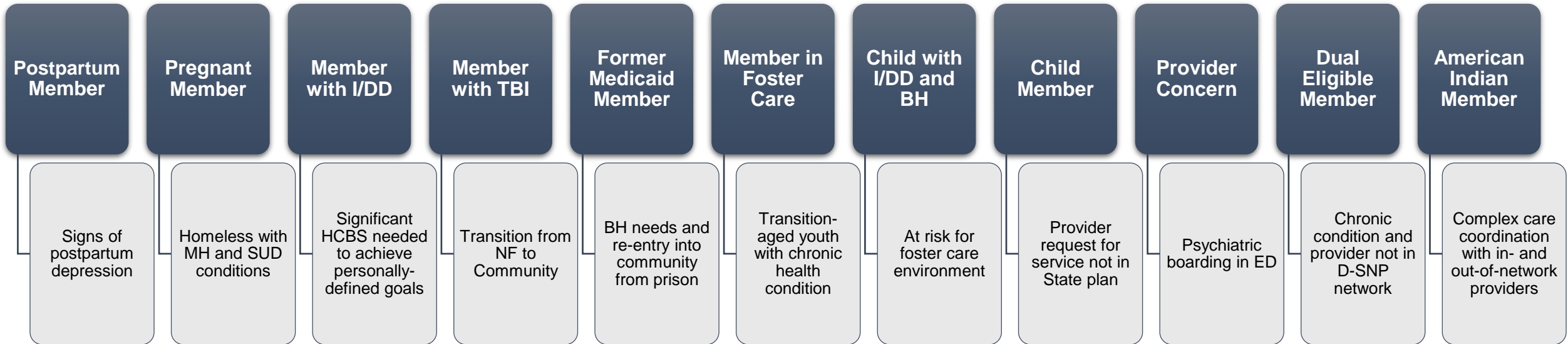
Quality Assurance

- Quality Program
- Performance Improvement
- Service Gaps for HCBS Waivers



Provider Network

- Provider Network Development
- HCBS and BH Workforce
- Dental
- Provider Experience
- VBP/APMs



Example of RFP Question Styles

Single Question

Question 12: Describe the bidder's strategies and approaches to ensuring appropriate utilization of services while reducing Provider administrative burdens.

Question with Multiple Subparts

Question 6: Describe the bidder's approaches related to the following with respect to the bidder's Provider directory for KanCare:

- a. The elements of information included, beyond those specified in the RFP, for each participating Provider.
- b. The bidder's approach to developing, maintaining, validating, and monitoring the accuracy of the information in its Provider directory.
- c. The features of the bidder's online, electronic Provider directory that promote Member usability.
- d. The bidder's strategies to reduce Provider burden associated with providing information to create and maintain an up-to-date Provider directory.

Case Scenario

Question 28: Shanice is a twenty-three (23)-year-old, black, female KanCare Member who was brought to the Emergency Department (ED) by police due to injuries sustained during a fight with another person in a downtown homeless shelter. While her injuries do not appear to be life threatening, Shanice sustained injuries around her face and head and exhibits odd behavior.

Shanice has a history of opioid use disorder, benzodiazepine use disorder, and stimulant use disorder in addition to co-morbid schizoaffective disorder and major depression disorder with psychotic features. Her drug screens at the ED are positive for opioids and benzodiazepines.

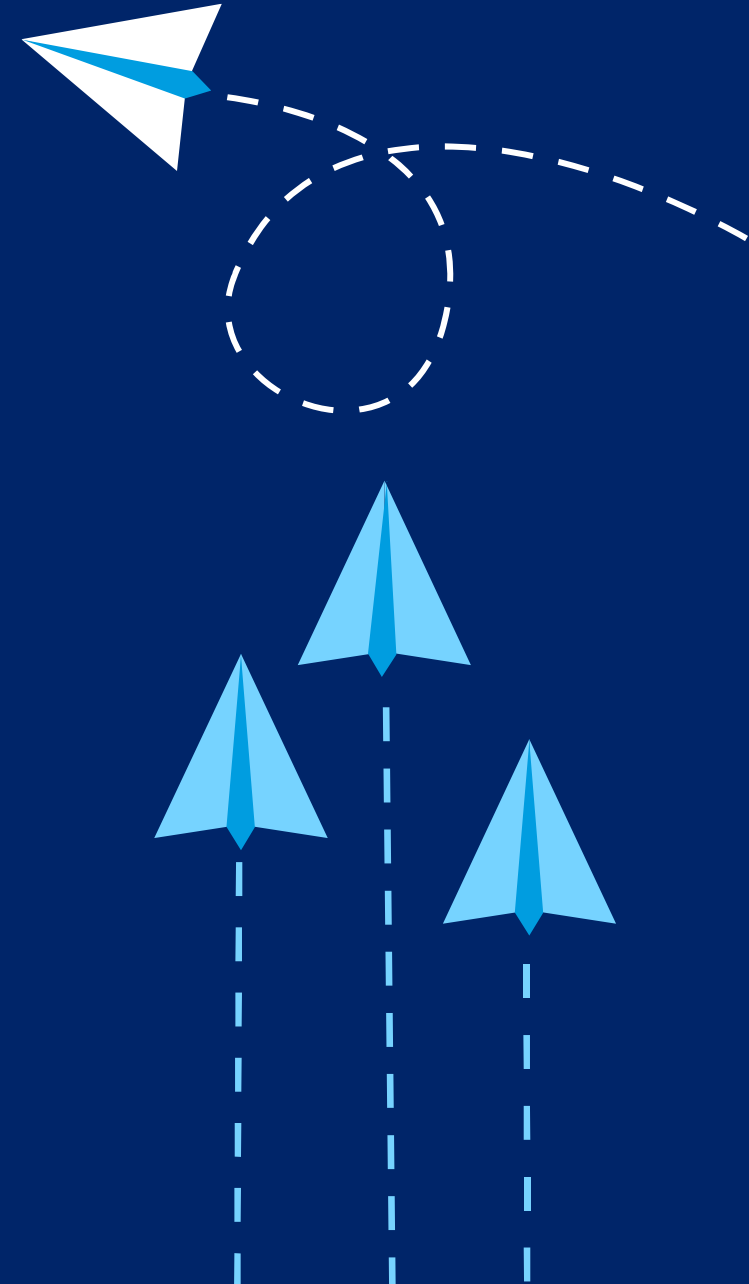
Shanice has been receiving services through a CCBHC but has been inconsistently engaged in treatment and has presented to the ED multiple times for either drug intoxication or withdrawal in the past year. She is unstably housed and lacks any form of Transportation. Tests conducted during the ED stay indicate that Shanice is pregnant.

Describe the bidder's approach to addressing Shanice's needs.

Evaluation Exercise

Exercise

- Please refer to the evaluation guide and:
 - ❖ Read the question
 - ❖ Read the relevant RFP sections
 - ❖ Read the response considerations in the evaluation guide
 - ❖ Read the bidder's response
 - ❖ Using the rating scale and definitions and evaluation guide, rate the question and document notes in the evaluation guide



Questions?

