



Request for Information

For

Durable Medical Equipment & Supplies

**Superior HealthPlan
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Austin, TX 78741**

Fiscal Year

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I. Introduction

Superior HealthPlan (Superior) is issuing this Request for Information (RFI) from providers that supply Durable Medical Equipment (DME) and Supplies.

The purpose of this RFI is to provide an opportunity for DME stakeholders to share ideas, suggestions, recommendations and best practices for the ideal value based DME network to improve quality, access, and overall cost for the Medicaid and Medicare managed care programs.

Superior's general schedule with respect to the RFI is as follows:

- Superior issues RFI.
- Interested providers review and respond to the RFI.
- Superior will review responses and follow up as needed.
- Based on the above process, Superior will prepare an RFP and allow providers to bid as an opportunity to become part of a Value Based Network.

II. History

Superior serves more than 1.3 million Members in all 254 Texas counties.

Superior is a pioneer in the health care community and has an on-going commitment to Texas Medicaid, Medicare, and Marketplace members to provide the best value, driven by program innovation, flexibility, and exceptional customer service as a Managed Care Organization (MCO).

Since initiating value based contracting more than ten years ago, Superior has focused its programs on quality improvements, preventing avoidable ER visits and preventable admissions and readmissions, supporting PCPs and medical homes, and integrating physical health (PH) and behavioral health (BH) services. Our strategies are aligned with HHSC's value-based purchasing goals, alternative payment model (APM) targets, and at-risk quality measures.

III. Purpose of the Request for Proposal (RFI)

The purpose of the RFI is to gather information from interested parties on their ability, as qualified providers, to provide a more systematic, cost effective, and comprehensive approach for providing medical supplies and equipment and gain insight into innovative industry trends that can help promote positive and productive outcomes. Superior also seeks to gain an understanding of which MCO processes influence administrative burden for DME providers.

Superior has established a team that will review all submissions to understand how they might meet our broad objectives of providing quality products and services with reasonable and competitive pricing.

Participation in this RFI is voluntary. Superior will not pay for the preparation of any information submitted by a respondent or for Superior's use of specific information.

IV. Goals and Objectives



Superior believes that a value-based network will promote member-centered outcomes through increased efficiency and affordability.

More specifically, Superior is interested in providers that can:

- Ensure coordination, continuity, and consistency of service;
- Ensure access to quality and cost effective goods and services;
- Supply products based on medical necessity;
- Use cost effective principles in meeting member needs;
- Provide services and products that place maximum emphasis on the efficacy of services and adherence to Medicaid and Medicare criteria and evidence based service; and
- Decrease delays for wraparound services for dual eligible members

The goal of the RFI process is to create a foundation for a Request for Proposals (RFP) and through a competitive procurement, to select providers who will offer a pricing structure for selected DME and medical supplies that will result in savings without compromising product quality or member access.

Superior is issuing this RFI as a first step in the competitive procurement process.

V. RFI Requirement Process

RFI Timeline

Milestones	Dates
RFI Issued Date	<i>June 1, 2019</i>
RFI Response Date	<i>July 1, 2019</i>

RFI Response Submission

To submit information for consideration, please review all submission details below:

- Email responses to: SuperiorProject.ManagementOffice@superiorhealthplan.com.
- Include **RFI Response DME VBN** in the email subject line.
- Submit information no later than **11:59 p.m. (CDT) on July 1, 2019**.
- Please include NAME, ADDRESS, EMAIL, AND DIRECT PHONE NUMBER OF PRIMARY CONTACT.

RFI Acknowledgment

- This RFI is only a request for information regarding goods and services.
- This RFI does not represent any contractual obligation on behalf of Superior.
- This RFI should not be construed as a means of pre-qualification for any RFP which may or may not be issued in the future.
- This RFI does not commit Superior to pay any cost incurred in the preparation or submission of any response to the RFI.

Confidentiality of RFI Ownership

All responses to the RFI will become the property of Superior and used for the sole purpose of information gathering. Please ensure that no proprietary information is contained in your submission.

VI. Requested Information

In response to the RFI, respondents should provide an overview of their organization and its related experience. Respondents should highlight the factors deemed most critical for success and their approach for providing DME equipment and supplies by providing adequate feedback and information in response to the requirements below.

Responses to the RFI should assist Superior in understanding how quality assurance is addressed in the delivery of goods and services by focusing on accessibility, efficiency, medical necessity, and coordination of efforts, in addition to facilitating accurate comparisons across responses.

1. Organization and Location

- a. Provide a brief overview of the history, structure and ownership of your organization.
- b. Please indicate if your organization is currently contracted with Superior and/or Affiliates.
- c. In which service delivery area (City/County) do you currently provide goods and services?
- d. Describe your overall experience in providing equipment and supplies to members of Medicaid and/or Medicare Managed Care Organizations and any areas of specialization you may have or areas of specific expertise.

2. Services

- a. Please provide information describing the services and supplies your company offers.
 - You may include marketing material. If you do, please include it at the back of your response.

3. Service Area

- a. Describe the geographic area (City/County) your company currently covers.
- b. If you have the ability to expand this area, describe what you could cover and how long it would take to expand into these additional areas.
 - Describe any challenges that will need to be addressed in terms of the impact to Superior members.

4. Cost and Product Delivery

Cost:

- a. Identify payment models you would suggest and the categories of DME or medical supplies to which they might apply.
 - Your payment model should include pricing of services based on a percent of existing Medicaid fees for the State of Texas.
- b. Please provide information on volume purchasing which may be available.
 - Specifically identify the products that can be offered at volume discounts, and at what volume threshold discounts might apply. If discounts increase with volume, please identify the thresholds where the discount will change.

- c. If you have comments or suggestions as to how requests for pricing should be solicited in the RFP please include them and be as detailed as possible.

Delivery:

- a. Describe the method(s) you employ to deliver the product to the members in need.
 - Do you use a preferred delivery method?
 - Do the methods differ by product? If so, describe the methods by product category.
- b. What is the usual turnaround time from order to shipping date?
- c. Are some products only available in a retail outlet and, if so, which ones?
- d. Do you provide in-home services for member education, fitting or adjustment, repairs, or warranties?
 - If so, for which products?
- e. How would you recommend addressing the coordination of Medicaid and Medicare benefits for dual-eligible members?

5. Quality Management and Utilization Management (QM and UM)

- a. How does your organization currently measure quality?
- b. Provide a description of the quality and utilization management programs your company currently employs.
- c. Describe the areas of clinical and product expertise you can provide and what you believe distinguishes your company from others in terms of quality.
- d. Describe how you can ensure coordination and continuity of care and the appropriate utilization of medically necessary services.
- e. Has your company adopted a continuous quality improvement approach and method for product utilization oversight?
 - If so, please describe it.
- f. Do you have a process for adopting practice guidelines that are based on valid and reliable clinical evidence?
- g. Do you have a process for guarding against overutilization?
- h. Provide specific information on your company's ability to screen for and provide services covered by Texas Medicaid and Medicare, based on evidence-based practices that adhere to HIPAA coding requirements.

6. Reporting

- a. Provide a description of your reporting capacity.
- b. What reporting requirements would you recommend including in the RFP?
- c. Are you able to provide periodic (quarterly) quality and utilization reports?

7. Member Education

- a. Provide a description of your current member education activities.
- b. What requirements would you recommend including in the RFP?

VII. Program Innovations

- a. Are there any additional comments or recommendations that you would like to mention related to the provision of DME services and supplies for Medicaid and Medicare members?
- b. How do you recommend we ask DME providers to share innovative programs related to payment models, QM, UM, etc... in an RFP?



- c. Are you aware of any innovative industry trends that MCOs should consider to help improve services relevant to DME services and supplies?

VIII. Disclaimer

Superior will not share information submitted in response to this RFI with any entity outside of Superior HealthPlan, a Centene Corporation of Texas, unless otherwise required by law. Nevertheless, no proprietary information, confidential information, or trade secrets shall be provided as a portion of this RFI. This RFI shall not be considered a solicitation. This RFI is not a guarantee that a solicitation may be forthcoming on this topic from Superior at any time. Responses to this RFI shall not be considered offers.

Superior will review all responses. Information provided may be considered in the development of a future RFP. Superior is not under any obligation to acknowledge any response provided to this RFI.

Superior will not consider responses received after the time and date indicated in the RFI.

This RFI is solely issued to engage with interested parties to inform Superior and help inform future Superior strategy. Superior will not reimburse costs associated with responding to this request. Superior may contact respondents regarding their submissions, such as to ask questions to learn more about their submission.