

# STATE OF ALASKA REQUEST FOR INFORMATION



## RFI 0619-215 HCS Transportation Broker Services

ISSUE Date: July 5, 2019

The State of Alaska, Department of Health & Social Services, Division of Health Care Services (HCS) is seeking to obtain information from qualified parties regarding transportation broker services.

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### ISSUED BY:

DEPARTMENT OF HEALTH & SOCIAL SERVICES  
DIVISION OF HEALTH CARE SERVICES

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## SECTION 1: INTRODUCTION AND INSTRUCTIONS

### SEC. 1.01 PURPOSE OF THE REQUEST FOR INFORMATION

The purpose of this announcement is to obtain information from interested and qualified parties to assist the State of Alaska, Division of Health Care Services, in operating and managing access to care through the facilitation of nonemergency medically necessary ground transportation for eligible Medicaid recipients. The goal of the RFI is to:

- Identify and gain understanding of available transportation brokers specializing in ground transportation and hotel accommodation bookings
- Collect information from companies to learn how transportation services are operated, managed, and monitored
- Collect information on how companies manage transportation services while utilizing the most affordable and appropriate mode of transportation
- Collect information on how transportation is managed for individuals with physical and intellectual disabilities
- Collect information on how transportation broker programs manage and maintain subcontractor participation requirements such as background checks, insurance, vehicle maintenance and safety, training and education, and licensure and certification
- Collect information on different models of reimbursement used for transportation broker programs
- Collect information on training and education the broker provides to members and Medicaid providers

Companies who submit a response to this RFI must include a description of the programs offered by their company and how these programs can help achieve the state's goal of providing medically necessary ground transportation and hotel accommodations to Alaska Medicaid eligible members utilizing the most affordable and appropriate mode of transportation. Companies must have an established transportation broker contract with another State or Municipality and the program must have been operational for at least two years. The response must also include contact information such as: name of the company, point of contact names, physical and mailing addresses, phone and fax numbers, and email address.

### SEC. 1.02 REQUIREMENTS SUMMARY

Respondents should consider the State requirements found in 7 AAC 120.400 – 7 AAC 120.490 and 7 AAC 145.440.

### SEC. 1.03 NON-BINDING PROCESS

The sole purpose for this RFI is to collect relevant information that may be beneficial to HCS in the solicitation of a vendor to successfully execute a ground transportation and accommodations broker program. Respondents claiming any portion of their response as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and submit an additional copy of the response with this information redacted. DHSS shall make the final decision as to whether the documentation or information is confidential. Responses to this notice are not offers and cannot be accepted by HCS to form a binding contract.

### SEC. 1.04 COST OF PREPARING RESPONSES

All costs incurred for response preparation and participation are the sole responsibility of the respondent. The State will not reimburse any respondent for any such costs.

## SECTION 2: BACKGROUND INFORMATION

### SEC. 2.01 BACKGROUND INFORMATION

The State of Alaska Medicaid program currently serves 213,436 Alaskan residents and provides medically necessary ground transportation and accommodation services to eligible Medicaid beneficiaries to obtain access to needed medical care to approximately 23,000 individuals per year.

#### **Transportation Programs Currently Offered:**

Medical Transportation Program: Provided to members needing access to medical care, transportation may be within the member's community or the member may be traveling from another location to receive medical care. Services must be requested by the eligible member's healthcare provider.

Early Periodic Screening Diagnosis and Treatment Program (EPSDT): Provided to members who are under the age of 21 or pregnant. The program offers local ground transportation and gasoline reimbursement for members to obtain needed medical care or services provided through WIC. Members and the member's healthcare provider may request transportation services.

Waiver Transportation Program: Provided to members eligible for the Home and Community Based Waiver program managed through the Division of Senior and Disability Services (SDS). Transportation may be utilized for services such as community events, employment, shopping, and other recreational activities. Services must be requested by the member's care coordinator through a plan of care.

#### **Prior Authorization Requirements:**

All nonemergency transportation services with the exception of ambulance services must be prior authorized by the Department or the Department's designee.

#### **Current Service Areas:**

Ground transportation and hotel accommodation services are currently available in the following locations:

- Anchorage
- Bethel
- Copper Center
- Delta Junction
- Fairbanks
- Glennallen
- Hoonah
- Kenai Peninsula Area
- Mat-Su Valley
- New Stuyahok
- Nome
- North Pole
- Seward
- Sitka

- Tok
- State of Oregon
- State of Washington

The State of Alaska is interested in expanding services outside the above locations. A broker program should work to recruit providers for transportation and hotel services in these areas to provide increased access to care.

**Modes Currently Used:**

Alaska Medicaid currently offers the following modes of transportation to eligible members needing transport to a medical service:

- Bus to include public transportation
- Gasoline Reimbursement
- Wheelchair vans
- Taxis
- Vehicles for hire
- Nonemergency ambulance

**Agency Certification:**

Agencies providing Waiver Transportation services must be certified through SDS. The agency must meet provider conditions of participation. Interested parties can view the following website to get additional information: <http://dhss.alaska.gov/dsds/Pages/regulationpackage.aspx>

**Provider Enrollment:**

Agencies providing transportation and accommodation services enroll as Medicaid Providers through DHCS. Transportation and accommodation providers require the following specific credentials:

- Ground transportation providers: Business license or taxi certificate as well as all local licensing requirements must be met
- Hotel/Motels: Business license, fire/safety inspection report, Medicaid provider, and a food service permit if providing meals

**Provider Payment:**

The provider receives a transportation voucher from the member as authorization to provide the service. The provider submits the voucher as a claim via paper, web application, or electronic submission to receive payment. All claims are validated through the MMIS system prior to reimbursement.

**Provider Billing Manuals and Guidance:**

- Arranging Patient Travel:  
[http://manuals.medicaidalaska.com/arranging\\_patient\\_travel/arranging\\_patient\\_travel.htm](http://manuals.medicaidalaska.com/arranging_patient_travel/arranging_patient_travel.htm)
- Non-Emergent Transportation and Accommodation Services:  
[http://manuals.medicaidalaska.com/Non\\_Emergent\\_Transportation/Non\\_Emergent\\_Transportation.htm](http://manuals.medicaidalaska.com/Non_Emergent_Transportation/Non_Emergent_Transportation.htm)
- Requesting Transportation Authorizations by Phone:  
[http://manuals.medicaidalaska.com/docs/dnld/Update\\_Request\\_Transportation\\_Auth\\_by\\_Phone.pdf](http://manuals.medicaidalaska.com/docs/dnld/Update_Request_Transportation_Auth_by_Phone.pdf)
- Requesting a Service Authorization and Voucher Completion:  
[http://manuals.medicaidalaska.com/docs/dnld/Update\\_Submit\\_TransAuth\\_AK04.pdf](http://manuals.medicaidalaska.com/docs/dnld/Update_Submit_TransAuth_AK04.pdf)

**Member Outreach, Handbook, and Guidance:**

- Alaska Medicaid Recipient Handbook (available in multiple languages):  
<http://dhss.alaska.gov/dhcs/Documents/PDF/Recipient-Handbook.pdf>
- EPSDT Transportation: <http://dhss.alaska.gov/dhcs/Documents/EPSDT/EPSDT-Transportation-Flyer-10-2013.pdf>
- Travel Tips: [http://manuals.medicaidalaska.com/docs/dnld/Update\\_Alaska\\_Medicaid\\_Travel\\_Tips.pdf](http://manuals.medicaidalaska.com/docs/dnld/Update_Alaska_Medicaid_Travel_Tips.pdf)
- Alaska Medicaid Member Escorts:  
[http://manuals.medicaidalaska.com/docs/dnld/Update\\_Alaska\\_Medicaid\\_Member\\_Escort\\_Travel\\_Tips.pdf](http://manuals.medicaidalaska.com/docs/dnld/Update_Alaska_Medicaid_Member_Escort_Travel_Tips.pdf)

## SECTION 3: RESPONSE EXPECTATIONS

### SEC. 3.01 RESPONSE EXPECTATIONS

Responses should not exceed 25 pages, and should address the following areas:

- Respondents should introduce their firm and provide some background information about their experience and capacity to provide the services identified in this RFI;
- Identify other current states the entity is operating as a transportation broker;
- Provide clear information regarding programs offered that can help achieve the State's goals;
- Recommend service models that will best meet the requirements of this RFI;
- Identify any risks or concerns associated with the scope of work as currently described. Where possible, provide one or more alternatives or suggested strategies to reduce risks and/or ameliorate concerns;
- Provide a cost model that best works for these services and an estimated budget\* which references the deliverables for services as described in Section 2.01 of this RFI.

\* Submitted estimated budgets in this RFI are intended for information gathering purposes. Any potential future formal solicitations arising from this RFI will allow respondents to submit updated detailed budgets.

### SEC. 3.02 QUESTIONS

Any questions concerning this RFI may be directed to the procurement officer below.

Please submit questions in writing or via email prior to **2:00PM Alaska Standard Time, Tuesday, July 30, 2019** to the attention of:

Matt Meienberg  
Procurement Specialist  
Department of Health & Social Services  
[matt.meienberg@alaska.gov](mailto:matt.meienberg@alaska.gov)

## SECTION 4: RETURN INSTRUCTIONS

### SEC. 4.01 RETURN INSTRUCTIONS

#### **Email Submission**

The preferred method of response submission to this RFI is via email, sent to the following address:

[hss.procurement.proposal@alaska.gov](mailto:hss.procurement.proposal@alaska.gov)

The email submission must contain the RFI number in the subject line. In the body of the email, please indicate the procurement officer's name, the Respondent's name, the number of attachments, and the names of the attachments being submitted.

#### **Paper Submission**

If submitted a response by mail, Respondents must submit one hard copy of their response, to the procurement officer, to the address listed below.

The response package must be addressed as follows:

Department of Health & Social Services  
Division of Finance & Management Services  
Attention: Matt Meienberg, Procurement Specialist III  
RFI Number: 0619-215  
RFI Title: HCS Transportation Broker Services

If mailing via US Mail, please use the following address:

Department of Health & Social Services  
Division of Finance & Management Services  
PO Box 110650  
Juneau, AK 99811-0650

### SEC. 4.02 DEADLINE FOR RECEIPT OF RESPONSES

Please provide responses no later than **2:00 PM Alaska Standard Time, Friday, August 30, 2019.**