



Department of Health and Social Services
Finance and Management Services
Grants and Contracts Support Team
333 Willoughby Ave., Room 760
Juneau, Alaska 99801

RFI #0619-215
HCS Transportation Broker Services

Amendment #1

Amendment Issue Date: 08/13/2019

IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment are to be changed. All other sections of the RFI remain the same. A copy of the amendment is available on the State's Online Public Notice website.

Responses to questions submitted by interested parties:

1. Are (HCS) able to provide any trip data from the current transportation program? We would ideally like to see the number of trips by mode and by location.

Response:

- a. Medical Transportation Data – Total units (one way trips) per servicing city and mode for SFY18 was submitted separately.
- b. EPSDT Transportation Data – This is a very small program, approximately 2,500 – 3,000 authorizations are done per year for taxi services, bus passes, and gasoline reimbursement. Taxi services are used in most instances.
- c. Waiver Transportation Data – All transports are via wheelchair accessible vans the data for total amount of trips by location is unavailable at this time.

2. Must the respondent submit contact information for every state Medicaid program in which the respondent operates?

Response: No, however the Department is requesting as much information as possible.

3. In order to provide an estimated budget, we would need additional information. Could the Department please provide the following?
 - a. One year historical data of monthly volume of one-way trip legs including the mode mix, i.e. what percentage ambulatory, wheelchair, air, mileage reimbursement, etc.
 - b. Average miles per trip leg for each of the modes listed above
 - c. Historical transportation provider rates
 - d. One year historical data of monthly call volumes including the average call length

Response: Data on total units (one way trips) per servicing city and mode for SFY18 will be provided. The transportation and Waiver fee schedules can be found at the below links:

- Transportation Services Fee Schedule:
http://manuals.medicaidalaska.com/docs/dnld/Fees_Transportation_SFY2019.pdf

- Home and Community Based Waiver Fee Schedule:
[http://dhss.alaska.gov/dsds/Documents/pca/Chart%20 WaiverServicesRates_7-1-2019.pdf](http://dhss.alaska.gov/dsds/Documents/pca/Chart%20WaiverServicesRates_7-1-2019.pdf)

4. 7AAC 145.440 refers to 7AAC 160.900 which dictates that the "Department will pay for transportation and accommodation...not to exceed the maximum amount identified in the Transportation/Accommodation Fee Schedule". Would the broker also be beholden to this? How does this fee schedule compare to Fair Market Value?

Response: This is undecided, the Department is seeking information regarding transportation brokers in an effort to make decisions such as this.

5. 7AAC 145.435 dictates that the Department covers enrollment, nonemergency transportation and accommodation services to recipients enrolling in a "prematernal home", which can include "lodging, meals, and medically related transportation". Would this coverage also be a responsibility of the broker?

Response: Pre-maternal homes are not being considered for a broker program at this time.

6. Can the Department please provide the total cost / program funding spent on ground transportation and accommodation services for the last 2 years?

Response: Data is not available at this time.

7. The data provided indicates that roughly 10.8% of Medicaid Members utilize ground transportation and accommodation services annually. Please confirm that this is accurate. If so, could the division provide the one way trip utilization percentage? What percentage of trips are provided via gasoline reimbursement?

Response: Data on total units (one way trips) per servicing city and mode for SFY18 will be provided (see question 1).

8. Can you please provide monthly historical numbers around number of trips completed and broken out by level of service, treatment type, and service areas?

Response: See response to question 1.

9. Please provide the number of ground transportation and accommodation services that are provided annually for each transportation program identified in the RFI:

- Medical Transportation Program
- EPSDT
- Waiver Transportation Program

Response: See question 1.

10. Can the Department please provide the average trip distance associated with ground transportation services?

Response: Ground transportation mileage varies considerably dependent on location. For transportation within the Anchorage and Bethel area travel will be within approximately 20 miles per one way trip. Areas outside of Anchorage and Bethel may be as high as 150 miles per one way trip.

11. Based on this description, all Member reservations must currently be scheduled by a healthcare provider. Does the Department intend on allowing Medicaid Members to schedule their own transportation / make reservations directly with the transportation manager moving forward?

Response: Although healthcare providers request prior authorizations for the Medical Transportation Program this only authorizes the event, it is the member who makes the travel arrangements directly with the transportation providers. The Department is requesting information on how a Broker would assist in managing this process.

12. Please confirm that "medical" also applies to "services" offered under WIC.

Response: Transportation to WIC appointments may be approved through the EPSDT Transportation Program.

13. What is the historical and expected transportation utilization for Home and community Based Waiver members for the services listed? Would members under this waiver have a trip limit assigned to them?

Response: Historical data is not available at this time. Waiver transportation limits are specific to a member's approved plan of care.

14. Please explain the current process in which transportation services receive prior authorization, including how the request for prior authorization is made and who currently performs this service on behalf of the state and/or Member.

Response:

- **Medical Transportation:** The member's healthcare provider requests a prior authorization from the Department or the Department's designee. If the transportation is deemed a covered service the transportation event will receive a prior authorization with the necessary units for the flight, hotel, and ground transportation services. The healthcare provider is responsible for generating a voucher for both the hotel and the ground transportation piece of the travel which will be given to the member to use with any transportation or hotel provider they choose to use. The member is responsible for arranging all aspects of the travel once it is authorized. More information can be found in the Non-Emergent Transportation and Accommodations Billing Manual: http://manuals.medicaidalaska.com/Non_Emergent_Transportation/Non_Emergent_Transportation.htm and the Arranging Patient Travel Billing Manual: http://manuals.medicaidalaska.com/arranging_patient_travel/arranging_patient_travel.htm
- **EPSDT Transportation:** The member or the member's healthcare provider may contact the Department to request a prior authorization. If transportation is deemed a covered service the Department will forward the authorization to the transportation provider. The member is responsible for calling the transportation provider and arranging the actual pick up. Bus passes and gasoline reimbursement may also be reimbursed if prior authorized by the Department.
- **Waiver Transportation:** Waiver transportation is requested on a member's plan of care which is developed and submitted by their Care Coordinator. The Department will prior authorize the service if it meets coverage criteria. The Care Coordinator, member, and the member's planning team will determine how many trips will be requested in the plan of care which typically spans a 12 month period.

15. Will transportation services be scheduled/managed on behalf of eligible members by Alaska Medicaid's case management contractor Qualis Health (or any other current or future case management organization)?

Response: Case management for transportation services may be in place for some members, in which case we would expect the Broker to work with the case manager.

16. Will Qualis (or any other current or future case management organization) be allowed and/or delegated to provide these prior auths for transportation per the RFI requirement?

Response: Prior authorization for transportation events resides with Conduent Health Services and tribal health organizations.

17. Given the remote geographic setting of a handful of the current service areas, will the state allow for risk-mitigated arrangements for services provided to high-risk populations (i.e. dialysis, mental health, substance misuse, etc...)?

Response: The Department would appreciate information related to these scenarios as this population are high utilizers for ground transportation.

18. What is the current utilization of transportation for dialysis, mental health and substance misuse treatment for each of the current service areas in the state of Alaska? If available, please also provide the current spend per trip by level of service (ambulatory / wheelchair / ambulance).

Response: The Department does not currently collect data based off of diagnosis for transportation services.

19. Could the state please provide a summary of their federal geoaccess analysis, for 2017-2019, by county to include membership count; driving time to closest in-network PCP; primary care utilization; and driving time to closest in-network in-patient hospital?

Response: Data not available at this time.

20. Does the Department anticipate cuts to the Medicaid program that will, now or in the future, impact nonemergency medically necessary ground transportation program funding?

Response: There are no known cuts to the transportation programs at this time.

21. Do the presence of Washington and Oregon on the Current Service Areas list indicate that the Department provides coverage and services to residents in the states or that these states are common drop off locations for covered transportation services?

Response: Alaska Medicaid members who need services that are not available in Alaska will typically be seen in Washington and in some cases Oregon. Alaska Medicaid has enrolled taxi providers in these areas to provide transport for these members.

22. If transportation is covered to Washington and Oregon, does coverage include Air Travel and will the broker need to provide Air Travel solutions?

Response: Transportation to Washington and Oregon would include Air Travel, we are not seeking information at this time for air travel services.

23. Please explain the extent to which the Department anticipates the broker to be involved in credentialing hotel/motels for accommodation services. Is it the Department's intention that the broker's responsibilities will be limited to reviewing required credentials for compliance or is there an expectation that the broker will assist hotels/motels in becoming certified Medicaid Providers?

Response: This is undecided, the Department is inquiring on how this is being done for other state Medicaid agencies.

24. Please provide the number of enrolled transportation providers, including the number of vehicles, currently serving Alaska Medicaid members.

Response:

Taxi Providers		Wheelchair Van Providers		Bus Providers	
Anchor Point	1	Anchorage	6	Anchorage	1
Anchorage	10	Palmer	1	Tok	1
Bethel	5	Total	7	Seward	1
Delta Junction	1			Total	3
Fairbanks	5				
Gakona	1	Hotel Providers			
Homer	1	Anchorage	35		
Kasilof	1	Barrow	1		
Kenai	1	Bethel	2		
Klawock	1	Fairbanks	6		
Ninilchik	1	Homer	1		
Nome	2	Juneau	5		
North Pole	1	Ketchikan	4		
Palmer	2	Kodiak	1		
Seward	2	Kotzebue	1		
Sitka	1	Sitka	2		
Soldonta	1	Total	58		
Wasilla	8				
Willow	2				
Total	47				

25. Please describe the enrollment and credentialing process for transportation providers to become eligible to provide ground transportation services for Medicaid Members. Please also include the average time it takes for a new transportation provider to become enrolled once an application has been submitted.

Response: Information on enrollment may be found in the Non-Emergent Transp/Accom Billing Manual. On average enrollment of a provider may take 4-6 weeks.

http://manuals.medicaidalaska.com/Non_Emergent_Transportation/Non_Emergent_Transportation.htm

26. Is the described process expected to be implemented and maintained by the broker?

Response: It is unclear what is being asked here. If this is referring to enrollment please refer to question #23 response.

27. Can you please elaborate on the State's goals and by how they will be managed and measured?

Response: Please see the purpose in the RFI SEC 1.01.

28. Can the department provide latest 2 years utilization or cost data by level of service and member type that would assist in generating an accurate budget estimate?

Response: Data on total units (one way trips) per servicing city and mode for SFY18 will be provided.

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