

Request for Information

02-109-25



State of Alaska
Department of Administration
Office of Administrative Hearings

Date Issued: June 16, 2025

MEDICAID MEDIATION SERVICE

Introduction:

The Department of Administration (DOA), Office of Administrative Hearings (OAH), is seeking information from qualified vendors who can provide Medicaid Mediation Service.

This request for information (RFI) does not guarantee future work. The information gathered will aid OAH in conducting market research to ascertain the availability of resources.

Background Information:

The Office of Administrative Hearings provides a mediation program for Medicaid Services (MDS) case hearings on behalf of the Department of Health and Social Services (DHSS). Alaska's mediation program for MDS HCBS cases are modeled on a fast-track mediation system for Medicaid appeals developed in North Carolina. The program improves the delivery of Medicaid services and reduces cost by introducing mediation services before appeal hearings to reach informal resolutions and find administrative errors or oversight.

The Medicaid Mediation Services should: provide a structured dispute resolution process with DHSS staff concerning MDS services. Subject area expertise is expected regarding delivery of Medicaid Home and Community Based Services, travel reimbursement, nutrition services, and durable medical equipment reimbursement. In addition to the mediation services, the contractor must create and maintain a custom database and regularly consult with OAH on operations of the mediation program .

Response Information:

Responses must include the following information:

1. Organization name, contact name, mailing address, phone number, and email of designated point of contact;
2. Existing capableness and competence related to the services identified above to include answers to the RFI Questionnaire; and
3. Responses provided in both word and PDF formats, including any supplemental attachments.

Responses must include the following information:

1. Provide a fee structure per case resolved through mediation or withdrawal.
2. Operates independently and without conflicts of interest in Medicaid-related disputes.
3. Experience in working with state or federal healthcare programs.
4. Success rate on prior mediations generally and in the identified subject areas
5. An estimate of cost savings to date to federal and state payors

6. Employ mediators with certified training in conflict resolution or mediation.
7. Have policies for continuing mediator training and skill development.
8. Familiar with Medicaid-related regulations.
9. Understands the rights of beneficiaries under due process and the fair hearing process.
10. Complies with HIPAA and state-specific confidentiality rules.
11. Provides services that are accessible to individuals with disabilities.
12. Offers language interpretations or translation services.
13. Equipped to serve culturally diverse populations, including Alaska native communities.
14. Clear, structured mediation process.
15. Manage cases in a timely manner, including urgent medical-related disputes.
16. Offers mediation in multiple formats (in-person, phone, virtual).
17. Have secure systems for tracking mediation requests, outcomes, and follow-ups.
18. Capable of submitting reports to the state or agency as required.
19. Safeguards sensitive personal and health information.
20. Prepared to be evaluated, audited, or reviewed by the state Medicaid agency.
21. Have a method for collecting participant feedback and improving service quality.
22. Maintains professional liability insurance and business licenses required for contracting.

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. DOA does not intend to award a contract from this RFI, nor will DOA be financially responsible for the preparation, or administration cost incurred to respond to this RFI. All costs associated with responding will be solely at the interested party's expense.

Procurement Officer contact information:

Interested parties must submit a written response by June 27, 2025, at 3:00 PM Alaska Time. Responses must be sent via E-mail to doa.oppm.procurement@alaska.gov.

All questions must be in writing and emailed to: doa.oppm.procurement@alaska.gov

Attention: Glenn Delos-Reyes, Procurement Specialist

Department of Administration

Office of Procurement and Property Management

Notice to Vendors:

Pursuant to [Administrative Order 352](#), (a) any person or business determined to support or participate in a boycott of the State of Israel will be disqualified from any procurement related to this Request for Information; and (b) the support of or participation in a boycott of the State of Israel by a person or business contracting with the State of Alaska under AS 36.30 constitutes grounds for termination of the contract.

[Administrative Order 352](#) does not apply to a contract if the person or business has fewer than 10 employees; or the amount to be paid under the contract, excluding renewals and options available under the contract, is less than \$100,000.