

STATE OF ALASKA

Department of Administration
Office of Administrative Hearings



Fast Track Medicaid Mediation Program

RFP 2026-0200-0067 02-101-26

Amendment Two

October 15, 2025

This amendment is being issued to *provide questions and answers, and provide changes.*

Important Note to Offerors: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Christine Mash
Contracting Officer
Email: doa.oppm.procurement@alaska.gov

COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

Questions submitted by potential offerors and answers from the state:

Question 1: How far in advance of mediation does OAH provide case files for review to the mediator to prepare for mediation?

Answer: The mediator has access to the case files when it is calendared for mediation. But for matters requiring fast-track mediation, mediations are usually scheduled for two weeks out. OAH does not submit separate case files to the mediator, but the mediator has access to the files through ProLaw. In general, relevant information, such as the reason for the denial of coverage, are included in the ProLaw file as soon as the matter is opened. Private parties, primarily and, at times, DOH continue to submit documents prior to and even during mediation. As such, it is important to view the ProLaw file right up to the start of mediation. Fast-track mediations usually occur within three days. OAH works with the mediator to ensure the mediator may review those case files as soon as the matter is opened and calendared for a mediation session.

Question 2: BACKGROUND INFORMATION/DATABASE

- a. Given statements in RFP regarding the success of the existing program, what factors led the State to issue this RFP?
- b. Is the current vendor required to migrate historical performance data from the existing database?

Answer:

- a. The current contract expires on 12/31/25, and consistent with procurement requirements, a new competitive solicitation is being conducted.
 - b. That is not a current contractual requirement.
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Question 3: SCOPE OF WORK—MEDIATION SESSIONS

- a. Is mediator preparation time included in the stated 45-minute average mediation duration?
- b. Does the stated 45-minute average mediation duration include follow-up sessions?
- c. Historically, how many mediations require follow-up sessions?

Answer:

- a. No.
 - b. No.
 - c. Approximately 30% of the referrals from Senior and Disabilities Services (SDS) have follow-up sessions. Approximately 50% of referrals from Health Care Services (HCS) have follow-up sessions.
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Question 4: CASE VOLUME

- a. What is the historical monthly average case volume?
- b. What is the highest number of cases recorded in a single month?
- c. What is the lowest number of cases recorded in a single month?
- d. What is the lowest number of cases recorded in a single year?

Answer:

- a. For the past three years, the monthly average is 31.11 cases. The average number of cases for the first nine months of 2025 is 46.55 cases per month.
 - b. For the past three years, the highest number of scheduled mediations was 55 in August 2025.
 - c. For the past three years, the lowest number of scheduled mediations was 10 in October 2023.
 - d. From January to September 2025 – 419 cases; 2024 – 361 cases; 2023 – 267 cases; and from October to December 2022 – 83 cases. **The current 2025 caseload has required the mediator’s services two full days and one additional half day per week.**
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Question 5: DELIVERABLES/REPORTING

- a. Which metrics are currently tracked and reported?
- b. Which of the reportable metrics identified in the RFP are currently tracked within ProLaw?
 - i. For those metrics stored in ProLaw, is the data structured or unstructured?
 - ii. If structured, can these metrics be exported via query, or must they be accessed individually?
- c. Will the offeror be responsible for establishing new metrics regarding the appeals process?

Answer:

- a. See previous Amendment One, Question 2 and its response, as well as Amendment Two, Change 3 below.
 - b. The State currently tracks the following metrics in ProLaw: case type, opened and closed dates, and DOH division.
 - i. Only the metrics above are structured. All other metrics are unstructured.
 - ii. ProLaw has export via query capability regarding the above tracked metrics. Remaining reporting metrics must be accessed from individual cases.
 - c. See Change 3 below.
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Question 6: OAH MEDIATION TRAINING

- a. The RFP states that OAH may eventually take this work in-house in whole or in part, what factors would that decision be based on?
- b. Please provide more information regarding OAH ALJ training requirements listed on p. 12 of RFP.

Answer:

- a. Case volumes determine administrative law capacity. OAH’s current case volume requires the assistance of an outside mediator.
 - b. The training requirement is limited to OAH Administrative Law Judges (ALJ) shadowing the mediation sessions.
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Changes to the RFP:

Change 1: RFP Section 3.01 Scope of Work, page 10, third bullet point:

REMOVE:

- The offeror must provide two weeks' notice of expected unavailability for vacations or other purposes. OAH will accommodate the unavailability of the offeror for up to three weeks each calendar year.

REPLACE:

- The offeror must provide two weeks' notice of expected unavailability for vacations or other purposes. OAH will accommodate the unavailability of the offeror for up to three weeks each calendar year. OAH will work with the offeror to reschedule any mediations due to unexpected unavailability, such as those due to illness or unexpected schedule conflicts. OAH will also cooperate with the offeror to address any minimal rescheduling so long as the DOH representative and the claimant are also amenable to the change.
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Change 2: RFP Section 3.01 Scope of Work, page 11, last paragraph:

REMOVE:

The offeror shall have access to confidential information, including confidential protected health information through OAH's case management system, Prolaw. OAH will provide the offeror with access to Prolaw and train the offeror on its use. When the offeror accesses beneficiary information, it must be maintained in compliance with HIPAA and the State of Alaska Personal Information Protection Act codified at Alaska Statute Title 45, Chapter 48. A summary of the state law obligations can be found at: https://www.akleg.gov/basis/get_documents.asp?session=29&docid=65934.

REPLACE:

The offeror must sign a Business Associate Agreement (BAA) with the State, prior to contract execution. The offeror shall have access to confidential information, including confidential protected health information through OAH's case management system, ProLaw. OAH will provide the offeror with access to ProLaw and train the offeror on its use. When the offeror accesses beneficiary information, it must be maintained in compliance with HIPAA and the State of Alaska Personal Information Protection Act codified at Alaska Statute Title 45, Chapter 48. A summary of the state law obligations can be found at: https://www.akleg.gov/basis/get_documents.asp?session=29&docid=65934.

Change 3: RFP Section 3.01 Scope of Work, page 12, under REPORTING after bullet points:

INSERT:

DOH is considering potential reporting metrics, while these metrics are not required at this time, the awarded offeror should be aware that future reporting enhancements may include, but are not limited to:

- Distribution of cases by DOH division (e.g., Senior and Disabilities Services, Health Care Services, Behavioral Health, and potentially the Division of Public Assistance).
- Identification of cases by Medicaid program or service type (e.g., CCMC Waiver, ALI Waiver, State Plan services, nursing facility services, TEFRA).
- Classification of cases using Medicaid-related case type codes (e.g., MDA, MDE, MDR, MDS, MDX, MPC).
- Cost-related data, such as:
 - Actual cost of mediation compared to projected hearing costs.
 - Aggregate cost savings.
 - Days of continued Medicaid benefits during mediation.
 - Number of mediation sessions per case.
- Trends in dispute categories to identify system issues.
- Enhanced outcome reporting, including:
 - Participant satisfaction.
 - Whether DOH's decision was modified, affirmed, or withdrawn.

The above metrics are provided for informational purposes only and are not currently required under this RFP. However, offerors should be aware of future reporting needs, which may be incorporated into the resulting contract through the contract amendment process.

Change 4: RFP Section 3.01 Scope of Work, page 12, second paragraph from the bottom of the page:

REMOVE:

The offeror is not required to maintain any proprietary database for monitoring these metrics. Any data the offeror may mine, gather, or report is the property of DOH or OAH, not the offeror. At the time of contract termination, any collected or extracted data by the offeror shall be returned to OAH, upon OAH's request. Both DOH and OAH maintain the right to inspect and validate the offeror's collected or extracted data, upon request.

REPLACE:

The offeror is not required to maintain any proprietary database for monitoring these metrics. Any data the offeror may mine, gather, or report is the property of DOH or OAH, not the offeror. Any database developed by the offeror is and will remain the property of the offeror, but the state-specific data and any state-specific reports will be the property of the State of Alaska. At the time of contract expiration or termination, any collected or extracted data by the offeror shall be exported and returned to OAH and DOH, and purged from the offeror's database. Both DOH and OAH maintain the right to inspect and validate the offeror's collected or extracted data, upon request.
