

STATE OF NEW HAMPSHIRE INSURANCE DEPARTMENT

RFP 2023-7-NHID – Health Market Conduct Examination

ANSWERS TO POTENTIAL BIDDERS' QUESTIONS

1. On page 4 of 15 in Goal of This Procurement/Business Needs and page 11 of 15, there is a reference under General Experience to "Knowledge and experience regarding "prior authorization practices." Is the intention of the examinations to include prior authorization reviews in addition to the claims, grievances, and external review identified in the Scope of Work section 2.2?

Answer:

Yes. As outlined in Section 1.1, the scope includes a review and assessment of carrier claims handling practices, grievance and appeals processes, and prior authorization practices.

2. In the Scope of Work section 2.2 there is reference to the vendor staff being onsite for several days. Does that include all vendor staff or adequate representatives? Is the travel cost and time spent onsite reimbursable under the terms of this contract?

Answer:

Vendor staff responsible for the execution of the examinations should be prepared to be onsite at the Department in the early planning stages. The entirety of the vendor's examination team does not need to be present.

Travel expenses are reimbursable under the terms of the contract.

3. In the Scope of Work section 2.2 there is a statement that the examinations are to be run concurrently. Do you expect the same vendor staff to perform both examinations?

Answer:

The RFP is for two (2) examinations which will be conducted concurrently. Proposals may include one (1) or two (2) examinations. Proposals for two (2) examinations should include sufficient staff to execute both in a timely and efficient manner. The same vendor staff need not participate in both examinations.

4. Can you be more specific as to the type of insurance to be included in these examinations? We understand it is health insurance, but does that include individual, small group, large group, student health or other specific types of coverage? Does it include HMO or Managed Care plans? Short Term Limited Duration coverage?

Answer:

The examination scope is limited to fully insured individual, small group, and large group plans, and includes HMO, POS, and PPO coverage.

Short-Term Limited Duration and Student Health plans are excluded from this RFP.

5. a. Are you able to disclose company names? There are various factors (company size, familiarity and knowledge of how certain insurers respond to requests and handle exams in general) that would impact the budget.

b. It is our common practice to determine whether an actual or perceived conflict of interest exists prior to beginning any examination work or responding to an RFP. If the Department is amenable, we request the names of the companies to be examined which we will maintain confidential?

Answer:

The Department is prohibited from disclosing the names of potential examinees.

6. For purposes of drafting the workplan and budget, which federal laws is the department considering may be included as part of the exam testing and review?

Answer:

The focus of this project is testing compliance with New Hampshire state law and administrative rule.

7. Are the 2-3 NH examiners included for training purposes or are the individuals experienced market conduct examiners and are familiar with claims, grievances and external reviews?

Answer:

The Vendor should propose an examination team with the appropriate experience and technical knowledge to execute timely and efficient examinations. Department examiners have general knowledge of market conduct processes and regulatory requirements.

8. Will MHPAEA be part of the exam scope?

Answer:

No. MHPAEA is not part of the examination scope.

9. The RFP did not include a copy of Appendix A. Will the Department please provide a copy so we can begin to review the Professional Services Agreement.

Answer:

The Professional Services Agreement (Appendix A) has been posted to the website for Vendor review.