

Community Care Network

Pre-Proposal Conference

January 9, 2017

Introduction

- Veterans Health Administration (VHA)
- Denver Acquisition & Logistic Center (DALC)
- Points of Contact
 - Contracting is the sole point of contact for this procurement
 - Email: laura.arscott@va.gov or david.little@va.gov
- Contracting Staff
 - David Little, Contracting Officer
 - Laura Arscott, Alternate Contracting Officer
- Purpose of Pre-proposal Conference

SF 1449 & Important Dates

- Proposals are due by 5:00 PM MT on 3/1/2017
- Questions are due on January 17, 2017 by close of business.
- Include any questions generated from this pre-proposal conference
- Acknowledge amendments
- Sign your offer – complete boxes 30a – 30c.

Schedule of Services – Section A.2

- **Sets forth the amount VA pays for services**
- **4 Regional Pricing Schedules - Contract Line Item Numbers (CLINs):**
 - CLIN XXX1 Healthcare Services
 - CLIN XXX2 Reimbursement for Highly Rural Areas
 - CLIN XXX3 Urgent/Emergent Durable Medical Equipment
 - CLIN XXX4 Home Health – skilled and unskilled
 - CLIN XXX5 Seasonal Influenza Vaccination
 - CLIN XXX6 Non-Medicare Healthcare Services – VA Fee Schedule
 - CLIN XXX7 Non-Medicare, Non-Fee Schedule Healthcare Services
 - CLIN XXX8 Home Infusion Therapy
 - CLIN XXX9 Urgent and Emergent Medication
 - CLIN XX10 Dental Services
 - CLIN XX11 Administrative Services
 - CLIN XX12 Medical Administrative Management Fees
 - CLIN XX13 Implementation
 - CLIN XX14 Eyeglasses
 - CLIN XX15 Data

RFP Section B

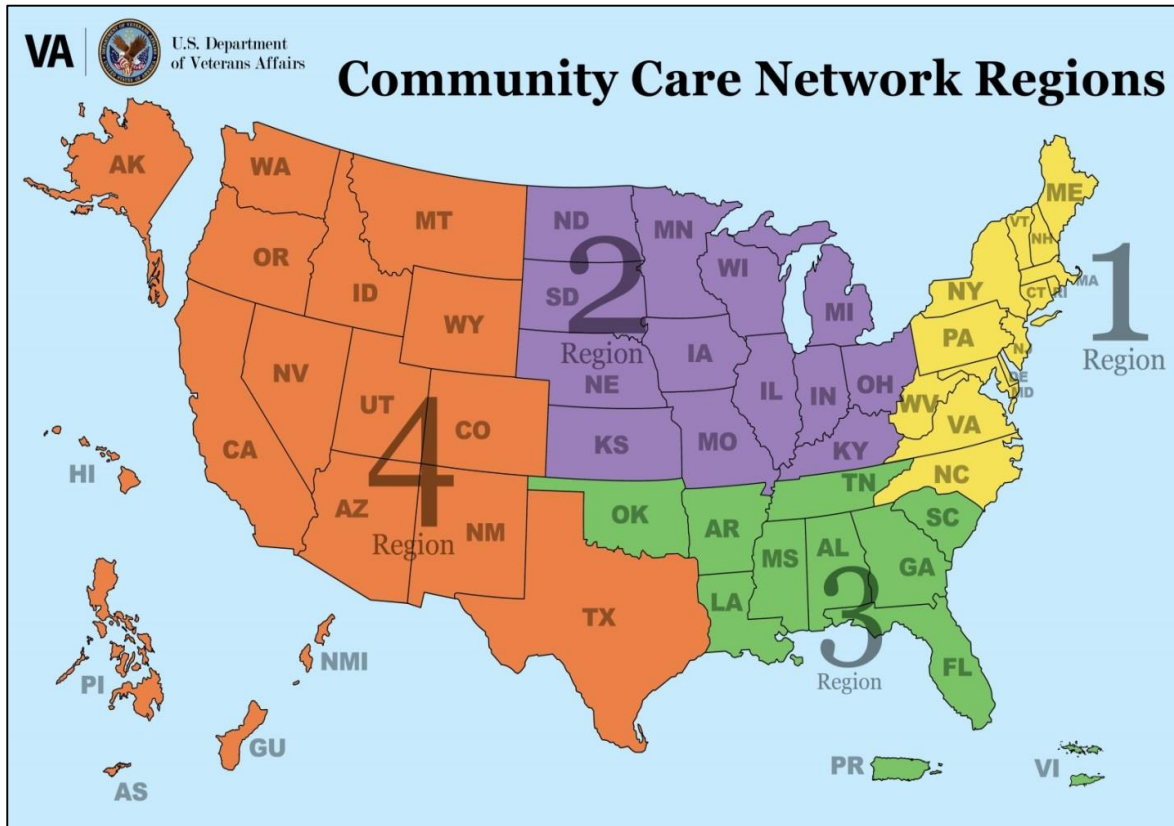
- **Awardees** must complete a Business Associate Agreement IAW VHA Directive 1605.05. Don't submit this with your proposal.
- IT Contract Security – FISMA High
- Data Rights
- Small Business Subcontracting and Commitments
- **Term of Contract:**
 - Base period will last up to one year and end on September 30 of the fiscal year the contracts are awarded
 - VA will have the ability to exercise 7 one-year option periods
 - Option to Extend (52.217-8)
 - Continuity period
- Performance Incentives
- Ordering and Invoicing

Performance Work Statement – B.16 (continued)

- **Kickoff Meetings – Section 2.0**
 - Contractor presents its project management plan
- **Implementation Strategy – Section 2.2.1**
 - Achieve full healthcare delivery within 12 months
- **Various Deliverables - Section 2.0 and 20.4**
 - Contractors will be required to submit various deliverables regarding implementation and deployment activities within 15, 30 and 90 days after the kickoff meeting
- **Accreditation - Section 2.6**
 - The CCN must always be accredited by a nationally recognized accrediting organization for the healthcare services that are within scope of an accreditation
- **High Performing Network, Section 3.0**
 - Adequacy will be constantly monitored - drive time and appointment availability

Performance Work Statement – B.16 (continued)

- **CCN Regions – Section 3.5**



- Regions divided by state boundaries
- Region boundaries established by:
 - volume of veterans enrolled in VA system
 - number of Community Care referrals in FY15 by state

- **Credentialing – Section 3.7**

- The Contractor must always confirm that CCN Healthcare Services Network providers and facilities are credentialed in accordance with the requirements set forth by the nationally recognized accrediting organization for the Contractor's credentialing program unless the accrediting organization's standards are not applicable to such services, facilities and providers

Performance Work Statement – B.16 (continued)

- **CCN Healthcare Services – Sections 4.1 & 4.2**

Health Benefits Included for all Eligible Veterans

Preventive Care	Outpatient Diagnostic and Treatment Services (including laboratory services)
Comprehensive Rehabilitative Services	Inpatient Diagnostic and Treatment Services
Hospital Services	Long Term Acute Care
Ancillary Services	Acupuncture
Mental Health (to include professional counseling)	Maternity and Women’s Health
Residential Care	Telehealth
Home Healthcare (Skilled and Unskilled)	Hospice/Palliative Care/Respite
Geriatrics (Non-institutional extended care services, including but not limited to non-institutional geriatric evaluation, non-institutional adult day health care, and non-institutional respite care)	

Performance Work Statement – B.16 (continued)

Health Benefits Included Under Special Authority	
Skilled Nursing Facility Care	Immunizations
Pharmacy	Implants
Dental	Urgent Care
Emergent Care	Implants
DME, Medical Devices, Orthotic, and Prosthetic Items	Reconstructive Surgery
Biofeedback	Massage Therapy
Hypnotherapy	Native American Healing
Relaxation Techniques (e.g., meditation, guided imagery)	Tai Chi

Performance Work Statement – B.16 (continued)

- **Eligibility Data – Section 5.0**
 - The Contractor must always confirm eligibility for all Veterans who receive community care based on data received from VA
 - Receive, process, and store eligibility data and ongoing updates from VA
- **Customer Service – Section 6.0**
 - Answer inquiries from VA (VA Community Contact Center Staff)
 - Answer inquiries from CCN Providers
 - Online services
 - 7AM – 7 PM
- **Veteran Complaints and Grievances – Section 6.5**
- **Congressional and VA Inquiries – Section 6.6**
- **Referrals and Prior Authorization – Section 7.0**
 - All healthcare services require an “Approved Referral” from VA
 - Attachment I, “Prior Authorization List,” is a list of all medical services and procedures that require providers to request Prior Authorization from VA
 - Attachment IA, “Dental Service Prior Authorization Exception List” contains a listing of services that are approved without additional requests for authorization.

Performance Work Statement – B.16 (continued)

- **Referral process – Section 7.2 and 7.3**
 - VA will send Approved Referrals directly to CCN Providers and a copy to the Contractor
 - CCN Providers may create Referral Requests for VA to approve or deny
 - Exceptions are listed in Section 4.1.1 and exclusions are listed in 4.3
- **Scheduling of Appointments – Section 8.0**
 - The Contractor **is not** responsible for scheduling appointments for Veterans
 - VHA staff will schedule with/for or assist Veterans in scheduling appointments
- **Medical Documentation – Section 9.0**
 - Medical documentation will go directly from the CCN Provider to VA
 - Content – Section 9.2
 - Submission timeframes – typically 30 days
 - Electronic submission
 - The Contractor assists with escalation when VA cannot obtain directly from the CCN Provider
 - Critical findings (CCN Provider communicates to Veteran, referring providers and VA directly)

Performance Work Statement – B.16 (continued)

- **Training – Section 10.0**
- **Medical Administrative Management – Section 11.0 Optional tasks**
 - Care coordination follow-up
 - Comprehensive case management
 - Comprehensive disease management
- **Claims Processing – Section 12.0**
 - Minimum data requirements via 837 COB – Section 12.1
 - Claims processing data dictionary – Section 12.1.1
 - Claims submission and processing timeframe – Section 12.4
- **Veteran Claim Appeals and Provider Reconsideration – Section 13.0**
- **Clinical Quality Monitoring – Section 14.0**
- **Pharmacy – Section 15.0**
 - Retail pharmacy networks
 - CCN prescriptions and VA prescriptions
 - VA Urgent/Emergent Drug Formulary (Attachment M)

Performance Work Statement – B.16 (continued)

- **Durable Medical Equipment – Section 16.0**
 - Contractor must provide urgent/emergent DME
 - CCN providers must submit prescriptions for routine DME to VA for fulfillment
- **Eyeglasses – Section 16.3**
 - CCN network must include eyeglass capability with retail locations available for Veterans
- **Dental – Section 17.0**
 - Minimum requirements for adequacy based on drive time and appointment availability

Performance Work Statement – B.16 (continued)

- **Technology – Section 18.0**

- The Contractor must provide VA with real-time, read-only access to the Contractor's system(s) that provide the functionalities required under this contract.
- The Contractor is required to integrate with VA's Data Access Service (DAS) to provide a standard interface for data access and storage of structured and unstructured data.
- VA will establish a Community Care Provider Portal that will allow the CCN provider to view a Veteran's EHR as well as the capability to exchange data/documentation between VA and CCN providers.
- The Contractor must provide a secure, role-based website/portal for Veterans, CCN providers, and VA Personnel. This Contractor-provided portal will be separate and unique from the provider portal to be established by VA.
- The Contractor must always ensure that CCN Healthcare Services Network Providers and CCN CIHS Network practitioners submit medical documentation to VA using Direct Messaging or eHealth Exchange, or if not available through the Community Provider Portal, or other accepted modalities.
- The Contractor must always submit a weekly OHI Report through DAS.
- The Contractor must create and deliver a Network Provider File and submit to the VA.
- VA will provide to the Contractor a detailed VA provider data file weekly through DAS. The Contractor must maintain a process to integrate the VA provider data into their systems.

Performance Work Statement – B.16 (continued)

- **Data Analytics – Section 19.0**
 - VA will provide you with a detailed data specification within 30 days of award.
 - VA will provide you with a database within 30 days of award.
 - Your Interactive Dashboard will be derived from the database VA provides. VA will provide you with the report format for the dashboard.
 - VA will provide you with the method of access to the DAS system, your ETL's will be provided according to the detailed data specification we provide you under 19.1.

- **Deliverables – Section 20.0**

Contract Clauses – Section C

- **Commercial Service Contract**
- **Single Award Indefinite-Delivery Indefinite-Quantity contract(s)**
 - Services are ordered through Approved Referrals or Task Orders
 - C.7 Order Limitations
 - C.23 Contract Minimum and Maximum Dollar Value
 - ❖ Maximum total contract value varies per region
 - ❖ Minimum guaranteed amount \$10,000,000 per region
- **Small Business Subcontracting Plan**
- **Indemnification and Medical Liability Insurance – C.18**
- **Guaranteed Minimum – C.23**
 - \$10,000,000 per region
- **Attachments – Section D**

Solicitation Provisions – Section E Instructions to Offerors

- **E.1 Instructions to Offerors – tailored paragraphs (c), (f) and (g)**
- **E.4 Specific Instructions to Offerors**
 - Provides instructions for proposal submission
 - Separate Business and Technical Volumes
 - System for Award Management (SAM)
<https://governmentcontractorregistration.org/register-now>

Solicitation Provisions – Section E Evaluation

- **E.5 Evaluation – Tradeoff process**
- **Four factors – Technical, Past Performance, Socioeconomic Concerns and Price**
 - Relative importance
- **Award Limitations – no more than four contracts**
- **Solicitation attachments – 5 total**
- **Exchanges – VA reserves the right to conduct exchanges IAW VAAR 873.114**
- **Best Value Pool**
- **SBA All Small Mentor-Protégé Program**
 - VA discontinued its program and will rely on SBA's All Small Mentor-Protégé Program for this procurement
 - VA's VIP database – use it to search for Veteran-Owned companies (www.vip.vetbiz.gov)

THANK YOU

- **Questions due January 17, 2017 close of business**
 - VA will use its discretion in considering questions submitted after this date
- **Proposals due March 1, 2017, 5:00 PM Mountain Time**

Contact information: laura.arscott@va.gov or david.little@va.gov

Please continue to watch FBO.gov for amendments.