



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

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ADDENDUM

To: All Interested Proposers

From: Martin Ramos, Interim Director of Budget

Date: January 15, 2021

Subject: Request for Proposal RFP #21-003 "Credentialing/Provider Enrollment Services"
Addendum I

This addendum includes:
Responses to all questions submitted as of January 8, 2021

Reminder: RFP due January 22, 2021

Except as otherwise stated above and by any previous and subsequent Addenda, the above referenced Request for Proposal (RFP), remains unchanged. Furthermore, this Addendum is hereby made part of the contract documents.

Any questions or additional information required by interested vendors must be emailed to bidquestions@ehnel Paso.org . RFP number and title must be on the "Subject Line" of the email. Attempts to circumvent these requirements may result in rejection of the proposal.

Credentialing/Provider Enrollment Services
RFP No. 21-003
Response to questions raised by potential proposers

Responses to all questions submitted as of January 8, 2021
RFP 21-003 Credentialing/Provider Enrollment Services Q and A.

1. Q. RFP states: "Utilize and enter all data (existing and ongoing) pertaining to provider enrollment into data system provided by EHN." What system will EHN be providing? May bidders propose a data system instead?
 - A. We currently utilize a combination of Cactus and MyAvatar. A bidder may propose a data system.

2. Q. Please confirm a hard copy is not required if a response is submitted by email.
 - A. Either a hard copy or an email is required for submission.

3. Q. Please confirm pricing is to be provided in the same document as the technical proposal and not separately sealed. If in the same document, please confirm placing this portion after the required items listed on page 8 is acceptable.
 - A. Yes, provide pricing in the same document as technical proposal. Yes, providing pricing after the required items listed on page 8 is acceptable.

4. Q. Appendices F, G, and H require no input from a bidder. Please confirm these portions of the RFP are still required to be included as part of submission.
 - A. Yes, please still include Appendices F, G and H as part of the submission.

5. Q. This item references a "Proposal Form and Acknowledgement Form." Please clarify if this "Proposal Form and Acknowledgement Form" is Appendix A of the RFP. If not, please identify where bidders can locate this form.
 - A. Yes, "Proposal Form and Acknowledgment Form" refers to Appendix A.

6. Q. RFP states: “any and all information submitted to EHN is subject to disclosure to third parties as per the requirements of the TPIA.” However, as a privately-held company, our audited financials are not subject to public disclosure. Would EHN allow us to provide a redacted proposal that redacts these documents? This copy could then be released upon public records request.

A. Yes. Document is only to ensure contractor is financially capable to perform contract.

7. Q. This item references a “Contract page(s) and proposal response sheet.” Please clarify if “Contract page(s) and proposal response sheet” refers to Appendix A of the RFP or please identify where bidders can locate these forms.

A. “Contract page(s) and proposal response sheet” refers to all pages that require signatures. Forms that require signatures are Appendices A, B, D and E.

8. Q. Both Appendix A and D begin with portions on the bottom of a previous page. Please provide new versions of these forms with content starting on the top of the page for a clean submission.

A. Appendix A and D have been added to the “comments” column in EHN’s procurement website.

9. Q. Please clarify sub-vendor requirements related to HUB and how/if they will be scored.

A. This RFP does not contain a specific HUB subcontracting requirement.

10. Q. Please identify where bidders can locate Appendix I, Pricing Worksheet mentioned.

A. When submitting your pricing sheet, please label sheet Appendix I.

11. Q. In the Insurance Coverages section on page 9, the RFP states “Certificates of insurance must be provided immediately after notice of award,” but Insurance Coverage is included on the solicitation checklist. Please confirm certificates of insurance can be submitted upon award.

A. Yes, certificates of insurance can be submitted upon award.

12. Q. On Page 7 of the RFP, it outlines a specific format for the response with the first page to be the “Transmittal Letter”. However, Appendix A notes that it must be the first page of the response. Can you please clarify?

A. Please include Appendix A as the first page of the response.

13. Q. On Page 5 of the RFP under Monitoring/Audit, it requests that the winning vendor “conduct file reconciliation/audits on an ongoing and periodic basis” to include items such as verification of licensure, DEA Certificates, insurance, etc. Is the intent for the winning vendor to audit HR files for the applicable providers or the enrollment files maintained as part of the credentialing process?

A. For the purposes of Practitioner Enrollment, the intent is to monitor and maintain the elements required for Credentialing while ensuring the essential licenses and/or verifications are both correct up to date. Records are to be kept within EHN’s electronic Credentialing files (separate and apart from Personnel and/or HR archives). In addition, Audit and periodic monitoring should include verification of all eligible practitioners against enrollment with all available plans, contracted with EHN, to determine discrepancies. All Credentialing files are subject to annual audit and review through internal Compliance and not limited to the State of Texas, CMS, The Joint Commission, DEA, OIG, and NCQA.

Answers to questions not answered on this document will be provided to the awarded vendor