Ticket Tracking System RFI 16320

Vendor Questions and DOH Responses:

Submitted 7/22/15

1. Has any funding been allocated for the system and if so, from where? If not, where will the DOH look for funding?

    DOH Response: *Federal grant funding was requested and awarded as part of Exchange establishment activities. The total budget would be determined based on the scope of work. The provider network tracking system would be one part of a larger project.*

2. If an amount has been budgeted for the project, can you disclose how much?

    DOH Response: *The amount budgeted for this project will be determined based on the scope of work selected.*

3. In the event the DOH decides to move forward with procurement, is there an estimated time frame available for when the Department would like to release the solicitation?

    DOH Response: *There is no schedule available at this time.*

4. Is there a project manager in regard to this effort and if so, can you please advise who?

    DOH Response: A project manager will be assigned. However, at this time, organizations interested in responding to this RFI should direct any questions to the individual(s) specified in the RFI.

Submitted 7/28/15

5. The current environment indicates that a third party performs the Network Adequacy Analysis on provider network information collected from insurers each quarter by DOH.

    a. Is DOH looking to have the system track all submissions received from insurers regarding provider information and maintain this information?

        DOH Response: *The information collected from the insurers in the PNDS is analyzed to evaluate the Networks for compliance with requirements. The tracking system is intended to allow points of deficiency (not the network data itself) to be collected and processed. Retention of these deficiencies and their resolution is a desirable feature of a tracking system.*

    b. Does the information that is received from insurers follow a specific format/template or is it free-form data? Also, is there any need to capture scanned images or other electronic attachments with each submission?

DOH Response: *Although the format for the resulting deficiencies from the Network Adequacy Analysis has not yet been established, the Network data format is specific, and must comply with the Data Dictionary published by DOH at: https://www.health.ny.gov/health_care/managed_care/docs/dictionary.pdf*

The ability to attach electronic documents, and/or scans of paper forms would be a desirable feature.

    c. Does DOH intend to continue to use a third party to identify Network Deficiencies? The RFI indicates NYSOH would like to identify technical issues with the submission of network information. Can you share some examples of technical issues? Also, is NYSOH looking to replace this third party analysis in the future with an analytics and rules-based system?

    DOH Response: *DOH intends Network Adequacy Analysis to be provided as part of the PNDS replacement system, but not within the Ticket Tracking portion. Technical issues with data submissions refers to message transport and format issues, such as completeness of transmission. Since an implementation method for providing Network Adequacy Analysis has not been finalized, a rules based system has not been selected or precluded whether provided by a third party or within DOH.*

6. Can you share examples of the different types of network deficiencies that exist today?

DOH Response: *As a general description a "Network Deficiency" is the determination that a specific insurer's network of participating providers does not meet pre-determined access standards. For example, an insurer has only one participating physician specialist in a given county where the access requirement is two or more specialists. Or, for example if the network adequacy requirement is that an enrollee should only have to travel a specific time of distance standard to receive services and the insurer's network does not meet that requirement.*

7. Is the workflow associated with the follow up on a deficiency essentially the same? Does NYSOH want to have the same system manage the escalation process?

DOH Response: *The deficiencies should be managed through a single system.*

8. Is there any expectation to have information from the system be pushed to the NYSOH website in an automated manner?

DOH Response: **No. It is not expected that data from the Ticketing System will be pushed to the NYSOH website. Also see response to question 10 below.**

9. Under Company Information (Section 2.3), what do you mean by "environments" in which the systems were implemented? Technical environments? Business environments? Please clarify.

DOH Response: *The question is meant to illicit a discussion of size of the user base, complexity of work-flows, etc. as a means to gauge the parallels to the DOH requirements.*

10. You mention in 1.1 that the tickets are also transferred to the public website. Does the website reflect the progress of the tickets or just the ticket itself open or closed? At what point in the process does the information go to the website and how often is it updated?

    DOH Response: *Section 1.1 states that "Information submitted by insurers…" is transferred to the NYSOH website. It is not intended that deficiency ticket status or other information be available to the general public, only the Provider Network data itself is transferred to NYSOH.*

11. Referring to Section 1.2, does the DOH contemplate that the vendor shall enhance their ability to make "additional data edits and cleanup" prior to the data being turned over the Network Adequacy Analysis vendor, or kick in after the deficiencies come back?

    DOH Response: *Section 1.2 describes the current system. In the desired system the Network Adequacy Analysis should be run against "clean" data, and perhaps repeated if data corrections are made as a result of addressing deficiencies exposed in the analysis.*

12. In Section 1.6, Questions for Vendors, Category III (Database), Question 1: You refer to an external database table that will store the deficiencies. We would like to know if the vendor for the deficiency analysis has an open interface or API, and/or will they be required by contract to cooperate with the vendor selected for the Ticket Tracking system to integrate the data between this database and the Ticket Tracking system.

    DOH Response: *While an open API would be preferred there is not a currently selected system. We would expect, however, that all vendors working on the PNDS project would be required to cooperate to integrate data as needed.*

13. Will a data conversion be required? Of either an existing database or loading the data from your spreadsheets into the new system.

    DOH Response: *It is likely that some data conversion will be required as the Ticket Tracking system is likely not designed for this specific application. The Tracking System will have to accept data from the Network Adequacy Analysis -- things like Insurer, Plan, Network, service area, etc. -- that define the "deficiency" to create a Ticket. In so doing there may be changes for field lengths, sizes for integers, codes for services and county names and so on to match the internal representations within the Tracking System.*

14. From which system is the Network Adequacy Report run? What type of system is it?

    DOH Response: *The Network Adequacy Report system is not yet determined.*

15. In what way does the new system need to integrate and with what specific products and tools? Is there an API?

    DOH Response: The specific products and tools have not been determined. The RFI is seeking information about Tracking Systems available that would provide the flexibility needed for the project.

16. Will insurers need to log into the system or will they only interact by way of email?

    DOH Response: *It is expected that insurers will need to log into the system.*

17. Will NYSOH consider a hosted/Software-as-a-Service solution or is an on premise solution a requirement?

    DOH Response: *No requirement for on premise exists at this time.*

18. What type of data/information does a "plan of action" file consist of?

    DOH Response: *A plan of action is envisioned as text/prose describing the intended business steps an insurer will take to address a deficiency.*

19. What is the average number of transactions and the average number of documents uploaded per ticket or incident?

    DOH Response: We estimate that the *average number of potential deficiencies per issuer, per quarter, will be in the range of 200-300. Typically, there are two or three communications in regards to each deficiency. These counts can vary significantly based on the size of the insurer's service area.*

20. What are the types of documents that could be uploaded to the ticketing system?

    DOH Response: *As supporting information it would be expected that the ticketing system would allow upload/attachment of Word, PDF, Excel or similar documents. As an example the Insurer may choose to attach a Word document from a provider agreeing to join the network.*