



**COLORADO**

**Department of Health Care  
Policy & Financing**

**REQUEST FOR INFORMATION**

**RFI UHAA 2018000058**

**Dental Services RFI**

**Released: June 12, 2018**

**THIS IS A REQUEST FOR INFORMATION (RFI) ONLY  
THIS IS NOT A FORMAL BID SOLICITATION.**

**NO AWARD WILL RESULT FROM THIS RFI**

## 1.1. OVERVIEW

- 1.1.1. The Department of Health Care Policy and Financing (the Department) serves as the Medicaid Single State Agency. The Department develops and implements policy and financing for Medicaid and the Children's Health Insurance Program, called Child Health Plan *Plus* (CHP+) in Colorado, as well as a variety of other health care programs for Coloradans who qualify. For more information about the Department, visit [www.Colorado.gov/HCPF](http://www.Colorado.gov/HCPF).
- 1.1.2. The Department is a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (United States Code [U.S.C.] Title 42 Sections 1320d through 1320d-8 [42 U.S.C. §§1320d – 1320d-8]) and its implementing regulations.
- 1.1.3. The Department operates the Colorado Medicaid Program, known as Health First Colorado, in accordance with the Colorado Medical Assistance Act (Section 25.5-4-104, *et seq.*, C.R.S.) and Title XIX of the Social Security Act. Colorado Medicaid is annually funded from appropriations authorized by the Colorado General Assembly and matched by federal funds.
- 1.1.4. The Department currently has two different Vendors that perform risk-based work related to dental services and the reimbursement to dental providers. For the Medicaid dental benefit, the Department contracts with DentaQuest to provide an Administrative Services Organization (ASO). For dental services related to CHP+ children, the Department currently contracts with Colorado Dental Service, Inc. to provide a comprehensive network of oral health care providers and a benefit plan. A copy of both Contracts are attached as Exhibits.
  - 1.1.4.1. Exhibit A, DentaQuest Contract, for Medicaid utilizes a “No Risk” Payment Methodology. Under this No Risk Payment Methodology, the Department reimburses the Vendor for the actual costs that the Vendor paid to each medical provider for the services rendered to Medicaid members. The Department also provides an additional Per Member Per Month (PMPM) payment for rendering such service.
  - 1.1.4.2. Exhibit B, Colorado Dental Service Contract, for CHP+ utilizes a “Full Risk” Payment Methodology. Under this Full Risk model, the Department pays a pre-determined lump sum to the Vendor. This lump sum reimburses the Vendor for its payments to dental providers for services rendered to CHP+ members. Following the payment of all dental provider reimbursements and other service costs outlined in the Contract, the vendor retains the remainder of the lump sum as profit.
- 1.1.5. The Department seeks to consolidate the Medicaid and CHP+ Contracts into one Contract utilizing the “No Risk” Payment Methodology.
- 1.1.6. The Department released a Request for Information (RFI) related to dental services to receive public comment. Any individual, stakeholder group, vendor, or company is encouraged to offer written comments for consideration. Based on these requirements and comments, the RFI will be refined, finalized, and posted for open competitive bid as a Request for Proposal (RFP).

## **1.2. RFI TERMS AND CONDITIONS**

- 1.2.1. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Information about costs and pricing is submitted voluntarily and is non-binding on the respondent. Responses to this RFI will not be considered legal offers nor will they result in an award of any type of contract.
- 1.2.2. The Department is not responsible for any costs incurred by a vendor organization for the development and provision of a response to this RFI.
- 1.2.3. The Department is subject to strict accountability and reporting requirements as a recipient of funds from public sources. Responses to this RFI are subject to disclosure by the Department as required by the Colorado Open Records Act (CORA).
- 1.2.4. The Department reserves the right to copy any information provided by responding vendor organizations for the purposes of facilitating the Department's review of use of the information.
- 1.2.5. The Department reserves the right to use information or ideas that are provided by responding vendor organizations in the vendor's response. By submitting information in response to this RFI, the vendor represents that such copying or use of information will not violate any copyrights, licenses, or other agreements with respect to information submitted.
- 1.2.6. The responses received from this RFI may be used for the development of a future solicitation. Should a solicitation be issued, further details on the solicitation process will be provided

## **1.3. PROJECT BACKGROUND**

- 1.3.1. The Department is requesting that experienced organizations provide information related to the dental services currently provided through the Contracts with DentaQuest and Colorado Dental Service, Inc. The new Dental RFP awardee will perform the services that both DentaQuest and Colorado Dental Service currently perform. This project is anticipated to culminate into an RFP to be posted around November 2018.
- 1.3.2. The Department requests information and feedback related to the Payment Structure to be applied in the Dental RFP. The Department wants to consolidate the Medicaid and CHP+ services into one Contract that utilizes a No Risk, PMPM Payment Methodology.
- 1.3.3. In pursuit of the aim of creating a RFP that will attract responsive bidders, the Department is releasing this Request for Information (RFI) in order to elicit assistance from industry leaders in the feasibility of the work, and, most importantly, the Payment Methodology for the selected awardee.
- 1.3.4. The Department desires information regarding how to effectively design the Dental RFP in order to receive the greatest value utilizing the most current and accepted practices for payment and operations in Dental services contracts.
- 1.3.5. The Department also wants the RFP awardee to implement a Person-Centered Approach to serving Health First Colorado members and families. A Person-Centered Approach is one that respects and values individual preferences, strengths, and contributions.

## **1.4. VENDOR FEEDBACK**

- 1.4.1. The Department is requesting vendors to send any comments or answers, no matter how minor, to the Department. Vendors are encouraged to address the questions listed below; however, they may provide any other information relative to the purpose of this RFI.
- 1.4.2. The Department encourages vendors to submit feedback regarding the RFI as soon as possible. Vendors do not need to wait until the July 12, 2018 deadline to submit comments. In addition, vendors may have multiple submissions, as not all comments and answers need to be under a single submission. The Department appreciates receiving any and all comments from vendors.

## **1.5. GENERAL QUESTIONS**

**RFI RESPONSE 1. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients.**

**RFI RESPONSE 2. Upon review of the current Contracts for dental services, what areas can be changed to provide additional cost savings? What are common areas of waste in dental services contracts that can be avoided? Have you ever implemented any of these or other cost-saving ideas relative to dental contracts? If yes, what are they? If no, why not?**

**RFI RESPONSE 3. Could you work with a flat fee PMPM as currently utilized in the Medicaid dental program while working with a Full or Shared Risk model as is currently used in the CHP+ Dental Program?**

**RFI RESPONSE 4. Do you have any special programs, or have you worked with special programs that could drive the risk for higher rated members to lower fees?**

**RFI RESPONSE 5. What are your ideas for a Shared Risk/Shared Savings benefit in an ASO model?**

**RFI RESPONSE 6. What data sharing/collaboration ideas do you have to share to enhance the effectiveness of the dental program? Do you have other programs in other commercial markets or states that the Colorado Medicaid or CHP+ could benefit from?**

**RFI RESPONSE 7. What opportunities do you see to improve oral health and overall health (primary care) integration? What is your long-term vision?**

**RFI RESPONSE 8. Are there any primary care initiatives that you are rolling out to your oral health networks? Please provide examples.**

**RFI RESPONSE 9. What type of creative innovations are currently happening in the dental world? How do they fit within the benefit?**

**RFI RESPONSE 10. What measures or practices could be implemented to ensure that the awardee maintains a Person-Centered Approach?**

**1.6. ADMINISTRATIVE INFORMATION**

1.6.1. Point of Contact

1.6.1.1. The Department’s sole point of contact for this RFI is:

1.6.1.1.1. Ryan Yarrow

Department of Health Care Policy and Financing

Purchasing and Contracting Services Section

1570 Grant Street

Denver CO, 80203-1818

(303) 866-6448

RFPQuestions@hcpf.state.co.us

**1.7. NOTICES AND COMMUNICATIONS**

1.7.1. All official communication with vendor organizations will be via notices on the CORE Web site at <https://codpa-vss.hostams.com/webapp/PRDVSS1X1/AltSelfService>. Vendors can view posted information by clicking on the “Public Access” button. It is the vendor’s responsibility to periodically check the Colorado CORE Web site for notices, changes, additional documents or amendments that pertain to this RFI.

**1.8. TIMELINE**

1.8.1. The timeline for this RFI is as follows:

ACTIVITY	DATE
INQUIRY DEADLINE	June 19, 2018 11:00AM Mountain Time
RESPONSE SUBMISSION DEADLINE	July 12, 2018 3:00PM Mountain Time

**1.9. RESPONSE FORMAT**

1.9.1. Submit all inquiries and responses to the RFI by e-mail to [RFPQuestions@hcpf.state.co.us](mailto:RFPQuestions@hcpf.state.co.us) and show the RFI number and title listed in the e-mail subject line.

1.9.2. All Vendor inquiries should:

- 1.9.2.1. Be provided in Microsoft Word and display the section or line numbering in this RFI or its Exhibits that precedes the text on which the inquiry is based.
- 1.9.2.2. Follow the numbering with the Vendor's question(s) pertaining to that text in this solicitation.
- 1.9.3. Inquiries received by the Department by the Inquiry Deadline will be responded to by the Department via a modification posting and/or responses on the CORE Web site. Inquiries received after the Inquiry Deadline may not be included in the Department's response.
- 1.9.4. All Vendor responses should:
  - 1.9.4.1. Be provided in Microsoft Word and present writing that is self-explanatory on pages that are consecutively numbered in a consistent numbering format.
  - 1.9.4.2. Repeat the numbered 'RFI Response' items from the RFI in bold font with the vendor organization's response in normal font following the 'RFI Response' item.
  - 1.9.4.3. Answer all RFI Responses in a concise manner.
- 1.9.5. Any response that fails to respond to the RFI Responses or is purely promotional material may be disregarded.