

COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES  
ONE ASHBURTON PLACE  
BOSTON, MA 02108

**AMENDMENT # 1**

to the

**REQUEST FOR RESPONSES**

**FOR**

**ONE CARE PLANS AND SENIOR CARE OPTIONS PLANS**

EOHHS DOCUMENT #: 23EHSKAONECARESCOPROCURE

COMMBUYS BID #: BD-23-1039-EHS01-ASHWA-84773

Amendment Issued: January 23, 2024

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The ***Request for Responses for One Care Plans and Senior Care Options Plans***, issued by the Executive Office of Health and Human Services (EOHHS) on November 30, 2023, is hereby amended as follows:

**1. SECTION 3.3, Number of Contract Awards and Bidding for Multiple One Care/SCO Plans**, is hereby amended by striking and replacing it in its entirety:

“A. EOHHS intends to enter into the number of Contracts it determines will provide comprehensive integrated care to its members in a manner that optimizes geographic coverage, member choice of plans, and administrative efficiencies. EOHHS reserves the right to limit the number of Contracts awarded in this Procurement at its discretion, including but not limited to the following considerations:

1. EOHHS may select Bidders to serve as One Care and SCO Plans separately, based on an evaluation of the Responses submitted. EOHHS may select a different number of Bidders to serve as One Care and SCO Plans and may prioritize Bidders who submit Responses to serve as both One Care and SCO Plans.
2. EOHHS seeks to offer both One Care and SCO coverage for eligible individuals in as many counties as possible, and ideally statewide. In addition, EOHHS seeks to offer a choice of plans in each of One Care and SCO to potential Enrollees.

3. EOHHS may take into consideration the geographic location of Bidders and, therefore, may limit the number of Bidders selected in a given geographic area if selecting more Bidders would be inconsistent with EOHHS' goals for this procurement as described in **Section 1.3**. In this evaluation, considerations include but are not limited to a determination of whether selecting more Bidders would potentially fragment Provider networks or reduce Members' access to choice of Providers.
4. In evaluating Responses, EOHHS may prefer Responses that cover at least six counties. EOHHS may consider a Response that covers less than six counties, but more than one county, only if the Response demonstrates that it aligns with EOHHS strategic goals and priorities listed in **Section 1.3**. EOHHS encourages Responses that are innovative and that would align payment mechanisms across other comprehensive health care products offered by the Bidder, leverage value-based payment, and focus on health equity. While the alignment with a Bidder's existing structure and network for its other health care products may mitigate the challenges of a limited geographic footprint, the disadvantages inherent when operating a plan in a limited number of counties, rather than a Response that proposes to operate in a more substantial number of counties, must be addressed in the Response. EOHHS encourages any potential Bidder interested in such innovative arrangements but operating with limited geographic coverage to consider collaborating and partnering with other organizations to achieve a broader service area for a One Care and/or SCO Plan Response. Additional context regarding these considerations is as follows:
  - a. **Housing Stability** – A significant number of dual eligible members – particularly among the One Care eligible population – face housing insecurity. Frequent address changes are a common challenge for MassHealth members, and this lack of stable housing may underlie some of the reasons why certain One Care Enrollees can be challenging to reach and to further engage. An Enrollee in a plan with a broader geographic footprint may be more likely to remain within the plan's service area when transitioning to new housing relative to an Enrollee in a plan with a limited footprint (such as one county).
  - b. **Network** – EOHHS will evaluate all Responses for Network Adequacy. While the Service Area of a plan need not be limited to the county or counties in which it operates, contracting with providers outside of the plan's Service Area may present different challenges than contracting with providers within the service area. **Section 2.9** and **Appendix G** of both **Attachments A and B** include minimum requirements for contracting with certain types of providers throughout the Commonwealth. EOHHS will evaluate Bids to ensure Network submissions meet the requirements of the RFR and **Attachments A and B**.

- c. **Uncovered Counties** – As noted in **Section 1.3** of this RFR, EOHHS aims to achieve Service Area coverage such that One Care and SCO are available statewide, ideally with a choice of at least two plans in each county (**Section 3.3** of the RFR). One Care and SCO have not yet achieved coverage for the Islands (Dukes and Nantucket counties), and certain counties have only recently attained coverage (Barnstable and Berkshire counties). A Response that would enable EOHHS to achieve and bolster the goal of statewide coverage for One Care and SCO, particularly for counties that have historically had few or no plan choices, would be considered in EOHHS’ evaluation process.
- d. **Eligible and Available (Unenrolled) Members** – EOHHS encourages Bidders to consider what level of enrollment would likely achieve viability (financial, staffing, programmatic, network, etc.) Proposing a limited geographic footprint limits the potential pool of eligible members for a Bidder’s Service Area. Bidders should further consider that current One Care and SCO Enrollees may make different elections from unenrolled eligible members, and that EOHHS aims to offer a choice of at least two plans to all One Care and SCO eligible members (as also noted above). See **Table 1** below for a snapshot of estimated Total Eligible and estimated Eligible, Unenrolled members by county.
- e. **Effective Program Management** – EOHHS is committed to overseeing the One Care and SCO programs through robust reporting, transparent plan operations, strong process oversight, and meaningful consumer and stakeholder engagement to ensure positive enrollee outcomes and experiences. EOHHS expects to consider the oversight resources that various Response configurations would require for effective One Care and SCO program management. The size of a Bidder’s service area may be less impactful to ensuring effective program and plan oversight than the overall array of plans participating in each program. This informed EOHHS’ preference in **Section 9.1.D** of this RFR, that EOHHS may prefer Responses submitted by a Bidder proposing to operate both a One Care Plan and a SCO Plan with aligned Provider Networks.”

For the reasons above, EOHHS will reject Responses that propose to cover one county. EOHHS may consider Responses for fewer than six but more than one county only if the Response demonstrates that it aligns well with EOHHS strategic goals and priorities, including those in **Section 1.3** of the RFR. EOHHS may prefer Responses that propose to cover at least six counties.

**TABLE 1.**

<b>Estimated Eligible Members</b>	<b>ONE CARE</b>		<b>SCO</b>	
	<b>Total Eligible</b>	<b>Eligible, Unenrolled</b>	<b>Total Eligible</b>	<b>Eligible, Unenrolled</b>
<b>Massachusetts County</b>				
Barnstable	3,257	2,231	3,598	2,711
Berkshire	3,335	2,609	2,693	2,169
Bristol	12,437	8,891	13,751	7,449
Dukes	139	139	216	215
Essex	12,860	8,203	21,625	11,117
Franklin	1,920	1,254	1,341	1,092
Hampden	14,202	6,638	14,263	7,010
Hampshire	2,564	1,800	2,204	1,657
Middlesex	15,883	10,012	29,871	17,223
Nantucket	36	36	94	94
Norfolk	7,088	4,707	14,703	7,600
Plymouth	7,584	4,905	9,223	5,185
Suffolk	11,908	6,875	30,123	12,864
Worcester	14,714	10,061	17,498	9,455
<b>Statewide</b>	<b>107,941</b>	<b>68,375</b>	<b>161,203</b>	<b>85,841</b>

**Table 1. Notes:**

- i. The number for eligible members for each of One Care and SCO are estimates of eligibility for December 2023.*
- ii. Dukes and Nantucket Counties are not currently covered in either One Care or SCO.*

**B. Bidders may respond to this RFR as follows:**

1. A Bidder may submit a Response to be considered for a One Care Plan, or
2. A Bidder may submit a Response to be considered for a Senior Care Options Plan, or
3. A Bidder may submit a Response to be considered for both a One Care Plan and a Senior Care Options Plan.
4. All Responses shall specify the Service Areas (i.e., Massachusetts counties) proposed for One Care coverage, SCO coverage, or both.
5. Service Areas shall only include full counties. Bidders must propose to cover at least two counties for each plan type on which the Bidder is bidding. EOHHS will reject Responses that propose to cover one county and may prefer Responses that propose to cover at least six counties.

- C. See also **Section 4.1.B**. If a Bidder submits a Response for both One Care and SCO, EOHHS may select the Bidder as either a One Care Plan, a SCO Plan, or both. Bidders who submit Responses to operate both plan types, shall accept a Contract award for whichever program, or both, EOHHS selects for Contract negotiations.

Bidders may be awarded a One Care or a SCO Contract for all, some, or none of their proposed counties. Bidders selected for Contract negotiations to operate as One Care Plans, SCO Plans, or both, shall accept Contract awards for all counties for which they are selected, whether or not they are selected for each county they included in their Response.”

2. **SECTION 5.1, Proposed Coverage**, is hereby amended by deleting **Section 5.1.B** in its entirety and replacing it as follows:

“B. Service Area

Bidders may bid on full county coverage only and must include at least two (2) counties per program. The Bidder shall complete the Service Area template (**Attachment D, Exhibit 5.1.B**) to indicate which Massachusetts counties the Bidder proposes to include to make up its Service Area for One Care, SCO, or both (as applicable).”

3. **SECTION 9.1, Response Review and Evaluation**, is hereby amended by deleting **Section 9.1.D** in its entirety and replacing it as follows:

“D. Preferences

- a. EOHHS may prefer Responses submitted by a Bidder proposing to operate both a One Care Plan and a SCO Plan with aligned Provider Networks.
- b. EOHHS may prefer Responses that propose to cover at least six counties.”