

## **ATTACHMENT G MATERIAL SUBCONTRACTOR CHECKLIST**

### **Instructions**

As an attachment to its Response, the Bidder shall complete this checklist for each proposed Material Subcontractor. The Bidder shall complete the following three (3) steps:

1. For **each** Material Subcontractor, respond to the organization questions in **Section 8.9 of the RFR** (Business Response).
2. For any Material Subcontractors not included in the Bidder's response to **Section 7.2 of the RFR**, complete **Section 1** of this Checklist. (For reference, the Section 1 questions below are the same as those in **Section 7.2 of the RFR**). If the Bidder will not be using any additional Material Subcontractors, respond to Section 1. below with "N/A."
3. For **Section 2** of this Checklist, complete the corresponding subsection for any Material Subcontractor performing the following roles identified in each subsection:
  - a. Section 2.A: Behavioral Health Material Subcontractor,
  - b. Section 2.B: Pharmacy Benefit Manager (PBM) Material Subcontractor,
  - c. Section 2.C: Care Coordination/Care Management Material Subcontractor,
  - d. Section 2.D: Utilization Management Material Subcontractor,
  - e. Section 2.E: Claims Processing Material Subcontractor,
  - f. Section 2.F: Call Center Material Subcontractor,
  - g. Section 2.G: Aging Services Access Point (ASAP) Material Subcontractor.

### **SECTION 1** (not to exceed 3 pages/Material Subcontractor)

*Please answer all questions completely. If a question is not applicable, insert N/A throughout.*

1. The program(s) [One Care, SCO, or Both] the Material Subcontractor will serve.,
2. The Material Subcontractor's Name.
3. The Subcontracted Function [e.g., Pharmacy Benefits Manager].
4. Description of the arrangement with the Material Subcontractor, including the Bidder's role, the Material Subcontractor's role, and the scope of responsibilities and functions the Material Subcontractor will perform.
5. An explanation of why the Bidder plans to subcontract this service or function.
6. The processes the Bidder will implement to monitor and evaluate the performance of the Material Subcontractor to ensure that all contract requirements are met and to determine the return on investment.
7. A summary of the how the Material Subcontractor's onboarding/training program will ensure that the Material Subcontractor's staff's expectations align with the program and policy goals outlined in the RFR.
8. How the Bidder will ensure that Covered Services, including any provided through

subcontractors, are coordinated, integrated, and delivered in a person-centered manner to maximize independent living, community-based care, and the health and well-being of Enrollees.

9. How the Bidder will ensure that its Material Subcontractors are appropriately involved in clinical decision-making, including but not limited to the Bidder's Utilization Management, Prior Authorization, and Medical Necessity activities.
10. How the Bidder will ensure its responses to EOHHS requests concerning contract management performance and responsiveness (as described in Section 2.3.2 and Section 2.3.3 of Attachment A and Attachment B) include data and information from the Material Subcontractors.
11. How the Bidder will manage and integrate operational functions with its Material Subcontractors to ensure that all Contract requirements are met, including:
  - a. Data sharing and system integration,
  - b. Delegated and/or shared decision making,
  - c. Ability to create a consistent Enrollee experience across providers,
  - d. Benefits integration, and
  - e. Authorization of services consistent with the Enrollee's care plan.
12. How the Material Subcontractor will engage with or impact Enrollees, specifically:
  - a. Will the Material Subcontractor will be visible to and interface with Enrollees, or will it only be working with and visible to the Bidder?
  - b. Estimate how many or what percentage of the Bidder's projected Enrollees the Material Subcontractor would serve (e.g. all Enrollees; the estimated 30% of Enrollees meeting X, Y, Z criteria; etc.)
  - c. How and when will Enrollees be identified notified about the Material Subcontractor's role?
  - d. Will Enrollee ID cards include the Material Subcontractor's name and contact information?

**SECTION 2** (Use the applicable page limits below for each section)

*Please answer all questions that are applicable to the Material Subcontractor types described below.*

**A. Behavioral Health Material Subcontractor (not to exceed 4 pages)**

1. Describe the Bidder's oversight and monitoring processes for the Behavioral Health Material Subcontractor. This description shall include, but is not limited to, the following:
  - a. How the Bidder will monitor the development of the provider network, payment of claims, and credentialing
  - b. How the Bidder will hold the Behavioral Health Material Subcontractor responsible if it does not meet requirements
  - c. How the Bidder will conduct a formal review process of the Behavioral Health Material Subcontractor
  - d. How the Bidder will utilize corrective action plans or predetermined sanctions in the event of noncompliance.
2. How will the Behavioral Health Material Subcontractor support the integration of physical and behavioral medical care management? How will care management be structured for Enrollees with both medical and Behavioral Health issues that require care management? This description shall include, but shall not be limited to, the following:
  - a. Quality improvement efforts
  - b. How integration will be measured, monitored, and evaluated
  - c. The current capacity of the Bidder's PCPs to address Behavioral Health needs
3. Describe the process by which the Bidder and the BH Material Subcontractor will monitor its Behavioral Health Network to ensure compliance with all access and availability standards, including appointment wait times.

**B. Pharmacy Benefit Manger (PBM) Material Subcontractor (not to exceed 5 pages)**

1. Describe the process that will be used to minimize the risk of drug diversion. What are the respective roles of the Material Subcontractor and the Bidder in this process, and the nature of communication and collaboration between the Material Subcontractor and the Bidder in this process?
2. Describe the process that will be used to provide emergency access (i.e., weekends, after hours, etc.) if an Enrollee does not receive the prescription drug in a timely manner. What are the respective roles of the Material Subcontractor and the Bidder in this process, and the nature of communication and collaboration between the Material Subcontractor and the Bidder in this process?

3. Describe the process that will be used to ensure that an Enrollee will not be denied medications as a result of being charged an erroneous copayment. What are the respective roles of the Material Subcontractor and the Bidder in this process, and the nature of communication and collaboration between the Material Subcontractor and the Bidder in this process?
4. Please verify that the proposed PBM understands and is able to implement timely changes to conform with the MassHealth Drug List.
5. Please attest that the Bidder's arrangement with its proposed PBM meets the requirements set forth in [Section 2.7.6.2.1.3 of Attachment A](#) and [Section 2.7.6.2.4 of Attachment B](#).
6. Pharmacy Networks:
  - a. Describe plans for continuity of care for Enrollees if the Enrollee's pharmacy will no longer be in the Bidder's Provider Network as a result of contracting with the proposed PBM (e.g., both transfer of PAs to the new PBM and assisting Enrollees in finding a new pharmacy if their current pharmacy will no longer be in the network).
7. Demonstrate that the Provider Network the Bidder will utilize through its proposed PBM meets applicable access and availability requirements set forth in the Contract.

**C. Care Coordination/Care Management Material Subcontractor (not to exceed 4 pages)**

1. Describe the process that will be used to transfer the active caseloads of Enrollees currently receiving Care Management from the Bidder or other Material Subcontractor to any new proposed Material Subcontractor.
2. Describe the process that will be used to ensure minimal disruption to Enrollees and care management systems. What are the respective roles of the Material Subcontractor and the Bidder in this process, and the nature of communication and collaboration between the Material Subcontractor and the Bidder in this process?
3. Describe the process that will be used to ensure effective communication and coordination between the Material Subcontractor, PCPs of Enrollees in care management, and the Bidder. What are the respective roles of the Material Subcontractor and the Bidder in this process, and the nature of communication and collaboration between the Material Subcontractor and the Bidder in this process?
4. Describe the local (Massachusetts) footprint and resources of any such Material Subcontractor.

**D. Utilization Management Material Subcontractor (not to exceed 2 pages)**

1. Describe the mechanisms the Bidder will use to ensure that Material

Subcontractor managed levels of service utilization are appropriate, ensure high quality care, and apply the broader Medical Necessity definition and scope of Covered Services required in One Care (Attachment A) and/or SCO (Attachment B).

2. Describe the local (Massachusetts) footprint and staff resources of any such Material Subcontractor.

**E. Claims Processing Material Subcontractor (not to exceed 2 pages)**

Explain what steps will be taken to be sure the new claims system can properly perform all the interfaces with MMIS that are required.

**F. Call Center Material Subcontractor (not to exceed 3 pages)**

1. Describe the process for handling various types of calls from Enrollees.
2. Is a separate entity responsible for handing calls for Enrollees, prospective Enrollees, and individuals in the Bidder's or Material Subcontractor's other product lines? If so, what is the nature of referral and coordination between the Material Subcontractor(s) and Bidder?
3. Please describe how the process for handling various types of calls differs for Enrollees, prospective Enrollees, and individuals in the Bidder's or Material Subcontractor's other product lines, if applicable
4. How will the Bidder ensure that all required Enrollee notifications occur in a timely and effective manner?

**G. Aging Service Access Points (ASAPs) (SCO ONLY) (not to exceed 4 pages)**

1. In addition to the required GSSC case management, please describe any additional functions the ASAP will be providing for the bidder.
2. Please describe the oversight plan and payment arrangement for any additional functions.
3. Describe the validation checks by which the Bidder and its contracted ASAP will monitor and validate the ASAP's management of its LTSS provider network (if applicable).
4. Please describe whether/how the Bidder will utilize the ASAP provider network to provide Covered Services to Enrollees.
5. Describe Bidder's plans to contract directly with community LTSS providers for State Plan services.
6. Describe Bidder's plans to contract directly (e.g. not through an ASAP) with any LTSS providers for Frail Elder Waiver services (described in

Appendix B, Exhibit R of Attachment B).

7. All providers of FEW Services to FEW Enrollees are required to meet the provider qualification certifications and other requirements set forth in Appendices C-1 and C-3 of the Frail Elder Waiver (Appendix R of Attachment B. Please describe how the Bidder will fulfill these requirements, including ongoing monitoring activities for:
  - i. Directly contracted providers
  - ii. Providers contracted through an arrangement with one or more ASAPs.