



Vendor Discussions

Automated

General

Gail Trautmann, Nov 18, 2022 12:14 PM PST

What is the anticipated term of the contract to be originated out of this RFSQ and/or subsequent RFP? If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

The term is negotiable upon vendor selection and at this time there have been no decisions made regarding renewals or maximum number of renewal opportunities. Renewal options will be discussed at the close of the first project term and will depend on the outcomes of the deliverables produced by the selected vendor in the initial contract.

General

Gail Trautmann, Nov 18, 2022 12:14 PM PST

How many provider credentialing applications are currently being processed on a monthly and yearly basis? Currently, CalMHSA does not contract directly with any vendor for credentialing/re-credentialing of providers on behalf of County Plans. Each County Plan either contracts directly with a specific credentialing vendor or conducts providers' credentialing in-house. The number of credentialing and re-credentialing applications processed on a monthly basis can vary from County Plan to County Plan and may depend on County Plan's region, size, and/or type. CalMHSA will be offering provider credentialing/re-credentialing services to County Plans in the near future and County Plans have the option to continue to use their current vendor/process or to contract with CalMHSA for providers' credentialing/re-credentialing services.

General



Gail Trautmann, Nov 18, 2022 12:14 PM PST

How many re-credentialing applications are currently being processed on a monthly and yearly basis?

Currently, CalMHSA does not contract directly with any vendor for credentialing/re-credentialing of providers on behalf of County Plans. Each County Plan either contracts directly with a specific credentialing vendor or conducts providers' credentialing in-house. The number of credentialing and re-credentialing applications processed on a monthly basis can vary from County Plan to County Plan and may depend on County Plan's region, size, and/or type. CalMHSA will be offering provider credentialing/re-credentialing services to County Plans in the near future and County Plans have the option to continue to use their current vendor/process or to contract with CalMHSA for providers' credentialing/re-credentialing services.

Gail Trautmann, Nov 18, 2022 3:31 PM PST

Please provide the initial and re-credentialing volumes by plan

This information is currently not available as CalMHSA does not currently contract with County Plans for credentialing/re-credentialing services. These services will be offered to County Plans in the near future, and County Plans have the option to contract with CalMHSA for these services if they want/need.

Current contractor

Gail Trautmann, Nov 18, 2022 12:15 PM PST

Who is the current Contractor for these services?

CalMHSA does not currently contract with any vendor to provide credentialing/re-credentialing services to County Plans. Currently, each County Plan contracts with their chosen vendor for credentialing and re-credentialing services and/or the County Plans may conduct their own credentialing and re-credentialing of providers (in-house credentialing/re-credentialing).

Page Limits

Gail Trautmann, Nov 18, 2022 12:15 PM PST



In order to allow bidders to provide CalMHSA with the most complete information possible for evaluation purposes, would CalMHSA please increase the page limits from 7 to 15 pages?

The page limit is capped at 7 pages. CalMHSA may request further information from the vendor upon review of the RFSQ if deemed necessary.

Rights and Responsibilities

Gail Trautmann, Nov 18, 2022 12:15 PM PST

This section states the selected CVO will perform and provide “credentialing and re-credentialing services on behalf of participating County MHPs and DMC-ODS plans”. Please confirm whether this statement is meant to include DMC State plans or not.

CalMHSA plans to offer credentialing and re-credentialing services to County MHPs, DMC-ODS and State Plans.

Database

Gail Trautmann, Nov 18, 2022 3:32 PM PST

Would the plans prefer to use a single shared database, or are separate databases required for each plan? CalMHSA does not currently know what County Plans prefer as far as a credentialing/re-credentialing database (single vs. separate) but is interested in knowing the capabilities of the technology used for this purpose. For example, is the application/solution able to provide each County Plan with a separate sign-on to a single database and/or can access to providers’ credentialing/re-credentialing information be granted based on County Plan.

P&P Development

Gail Trautmann, Nov 18, 2022 3:34 PM PST

Are there any CA State specific or Plan specific policy needs that fall outside of those required by the most recent NCQA standards? (signed peer reference forms, medicare opt-out monitoring, SSDMF checks, etc) Yes, please refer to the most recent Mental Health and Substance Use Disorders Services



Information Notice (MHSUDS IN) 18-019 Provider Credentialing and Re-Credentialing for Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery System (DMC-ODS). You can find the DHCS's Information Notice at this link: [MHSUDS Information Notice 18-019 Final Rule Credentialing ADA \(ca.gov\)](https://www.dhcs.ca.gov/Information-Notices/Pages/MHSUDS-Information-Notice-18-019-Final-Rule-Credentialing-ADA.aspx)

Page 4, Section 2, Number 3

Gail Trautmann, Nov 18, 2022 3:36 PM PST

Would integrated capabilities to pull provider data, applications, and supporting documentation from the CAQH Universal Provider Data Source be an acceptable application (these applications meet all NCQA standards and are nationally recognized by most plans) CalMHSA will evaluate this proposed credentialing/re-credentialing method during the RFSQ evaluation.

Page 6, Section 3, Number 1, Item C

Gail Trautmann, Nov 18, 2022 3:37 PM PST

Is Cal MHSA requesting that our staff have clinical behavioral health training, or experience with credentialing clinical behavioral health providers? Training and/or experience with credentialing clinical behavioral health providers is not a requirement but it is preferable that the CVO be familiar with the different types of providers that are commonly employed by County Plans to ensure that license, certification, registration, and waiver requirements are well known/understood.

RLDatix

RFSQ Questions and Clarifications - SOW

Emilio Domondon, Nov 18, 2022 8:47 AM PST

Can you please confirm the scope of work is intended to match NCQA criteria? For example, the project scope describes the need to verify evidence of graduation or completion of any required education, is this intended to also follow NCQA requirements that only need this layer of verification in



the absence of a board certification, or is this a required standard of CalMHSA for all providers regardless of board status? The Department of Health Care Services' (DHCS) regulations around provider credentialing and re-credentialing state that "evidence of graduation or completion of any required education, as required for the particular provider type" must be verified through a primary source. DHCS defines "primary source" as an entity, such as a state licensing agency, with legal responsibility for originating a document and ensuring the accuracy of the document's information. Please refer to MHSUDS Information Notice 18-019: Provider Credentialing and Re-Credentialing for Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Pilot Counties for information.

RFSQ Questions and Clarifications - Provider Network

Emilio Domondon, Nov 18, 2022 8:47 AM PST

Can you please provide an outline of the number of credentialed providers actively managed for each network/county (where a network requires a unique appointment or decision process), as well as the number of networks – or projected volumes by network/county? Currently, CalMHSA does not contract directly with any vendor for credentialing/re-credentialing of providers on behalf of County Plans. The number of networks and/or providers managed by each County Plans varies and depends on County Plan's region, size, and/or type. Each County Plan either contracts directly with a specific credentialing vendor or conducts providers' credentialing in-house. CalMHSA will be offering provider credentialing/re-credentialing services to County Plans in the near future and County Plans have the option to continue to use their current vendor/process or to contract with CalMHSA for providers' credentialing/re-credentialing services.

RFSQ Questions and Clarifications - Provider Network

Emilio Domondon, Nov 18, 2022 8:48 AM PST

Can you please also provide an estimate of the total number of new providers on-boarded each year (by network/county if available)? Currently, CalMHSA does not contract directly with any vendor for credentialing/re-credentialing of providers on behalf of County Plans. Each County Plan either contracts directly with a specific credentialing vendor or conducts providers' credentialing in-house. The number of new on-boarded providers each year can vary from County Plan to County Plan and may depend on County Plan's region, size, and/or type. CalMHSA will be offering provider credentialing/re-credentialing services to County Plans in the near future and County Plans have the option to continue to use their current vendor/process or to contract with CalMHSA for providers' credentialing/re-credentialing services.



RFSQ Questions and Clarifications - Provider Network

Emilio Domondon, Nov 18, 2022 8:49 AM PST

If multiple networks are involved, please also provide any estimation of a percentage of providers who may have more than one network affiliation (to define crossover) if available. CalMHSA expects that multiple County Plans will want to contract for providers' credentialing and re-credentialing services and therefore, multiple providers networks will be involved. However, CalMHSA currently does not have information on the percentage of providers who may have more than one network affiliation. Once CalMHSA identifies the County Plans participating/contracting for these services, the information may become available.

RFSQ Questions and Clarifications - Current State

Emilio Domondon, Nov 18, 2022 8:50 AM PST

Is there any available description of the solution(s) currently in place that manage these processes? As part of the consideration for aligning a budget will include the consideration for data migration of established rosters, it would be helpful to know general formats of available data. Currently, each County Plan has their own solution or system in place for the credentialing and re-credentialing of their providers. Tracking and management of this data may include the use manual solutions including spreadsheets to Electronic Health Records (EHRs) or other databases.

RFSQ Questions and Clarifications - Policy Process

Emilio Domondon, Nov 18, 2022 8:50 AM PST

Noting the interest in having the vendor prepare supporting policies and documents to support the credentialing process, we would appreciate any clarification on CalMHSA's intent to still retain the decision-making process with presentation of content to your leadership and a structured credentials committee, or if it may be intended for the CVO to hold NCQA certification as both a CVO and CR status?



Credentialing Committees will continue to take place at the County Plan level. Each County Plan Credentialing Committee will make the final credentialing/re-credentialing decision for their respective network providers. The applicant is not intended to hold both NCQA certification as a CVO and NCQA certification as a Credentialing/Recredentialing (CR) organization.

TEST

General

Gail Trautmann, Nov 18, 2022 12:14 PM PST

How many provider credentialing applications are currently being processed on a monthly and yearly basis? Currently, CalMHSA does not contract directly with any vendor for credentialing/re-credentialing of providers on behalf of County Plans. Each County Plan either contracts directly with a specific credentialing vendor or conducts providers' credentialing in-house. The number of credentialing and re-credentialing applications processed on a monthly basis can vary from County Plan to County Plan and may depend on County Plan's region, size, and/or type. CalMHSA will be offering provider credentialing/re-credentialing services to County Plans in the near future and County Plans have the option to continue to use their current vendor/process or to contract with CalMHSA for providers' credentialing/re-credentialing services.