



State of Georgia

State Entity: Georgia Department of Community Health

Electronic Request for Proposals (“eRFP”)

Event Name: GA Families & GA Families 360° Care Management Organization

eRFP (Event) Number: 41900-DCH0000133

1. Introduction

1.1. Purpose of Procurement

Pursuant to the State Purchasing Act (Official Code of Georgia Annotated §§50-5-50 et seq.), this electronic Request for Proposals (“eRFP”) is being issued by the Department of Administrative Services (“DOAS”) on behalf of the Department of Community Health (hereinafter, “DCH” or “State Entity”) to establish a Contract with up to four (4) qualified Care Management Organizations (CMOs), or “Suppliers,” who will provide Medicaid managed health care services to populations in Georgia Families and Georgia Families 360°, as further described in this eRFP.

The CMOs will provide Benefits and Services for Georgia Families, the State Entity’s managed care program for Medicaid, PeachCare for Kids® Members and Planning for Healthy Babies (P4HB) participants. PeachCare for Kids® is the State Entity’s Children’s Health Insurance Program (CHIP), and the P4HB program is Georgia’s Section 1115 Family Planning Waiver program. The State Entity also intends to contract with one (1) of the selected Georgia Families CMOs for the provision of Benefits and Services for the State Entity’s Medicaid Managed Care program, Georgia Families 360°, for children, youth and young adults in Foster Care (FC), Adoption Assistance, and select youth involved with the Department of Juvenile Justice (DJJ).

The selected Supplier(s) may use one or more Subcontractors to deliver services described throughout this eRFP. However, DCH intends to select up to four (4) CMOs for the Georgia Families Program, one of which will be selected as the Georgia Families 360° Supplier.

1.1.1. Georgia Families and Georgia Families 360° Background

The Department of Community Health submitted a State Plan Amendment to the Centers for Medicare and Medicaid Services (CMS) in 2004 to implement the program now known as Georgia Families, a full-risk mandatory Medicaid managed care program. DCH believed that managed care could continuously and incrementally improve the quality of Health Care and services provided to patients and improve efficiency by utilizing both human and material resources more effectively and efficiently. After successful implementation and growth, the Georgia Families program now includes the following Members: Recipients of Medicaid (including Georgia Pathways to Coverage), PeachCare for Kids®, and P4HB.

In August 2011, DCH initiated an effort to analyze redesign options for managing the financing and care of populations enrolled in Medicaid and PeachCare for Kids®. As a result of the analysis, DCH identified a need for enhanced Care Coordination and service integration for children in Foster Care, Adoption Assistance, and those youth in DJJ custody while residing in community residential facilities.

DCH, in collaboration with Sister Agencies and other stakeholders developed the Georgia Families 360° program to specifically meet the unique needs of these Members.

DCH’s goals for enrolling children in Foster Care, Adoption Assistance, and those youth in DJJ with one (1) CMO are to:

- a. Enhance the Coordination of Care and access to Services;
- b. Improve health outcomes;
- c. Develop and utilize meaningful and complete electronic Medical Records; and
- d. Comply fully with regulatory reporting requirements.

The Georgia Families 360° Program is also designed to support Georgia’s efforts towards achieving and sustaining outcomes defined in the Kenny A. Consent Decree.

The following Figure 1 outlines the Member Enrollment for the Medicaid Managed Care population.

Figure 1: Medicaid Managed Care Enrollment

Medicaid Managed Care Enrollment (as of August 2023)	
Program Population	Current Member Enrollment
Georgia Families	1,953,683
Planning for Healthy Babies	80,645
Georgia Families 360°	32,599
GA Pathways to Coverage	*TBD
Aged, Blind, Disabled (ABD)	599,483
Total	2,666,410

*Pathways to Coverage is a new Medicaid Managed Care Program for which enrollment data will be provided at a later date.

PLEASE NOTE: The data presented in this report should be used for informational purposes only. Data accuracy of the report is assured based on the current information in the database (as of August 2023) and is subject to change based on database and data quality updates.

1.1.2. Eligibility for Participation in Georgia Families or Georgia Families 360°.

The following Figure 2 outlines eligibility categories for individuals who are required to enroll in Georgia Families. DCH may add additional populations and services to the Georgia Families program in later years of the Contract, including Dual-eligible individuals and those individuals receiving long-term services and supports.

Figure 2: Georgia Families Eligibility Categories

Populations	Description
Georgia Families	
Parent / Caretaker with Child(ren)	Parents and Caretakers of children under the age of 19 who meet the tax filer and non-tax filer status of the child(ren).

Populations	Description
Transitional Medical Assistance	Transitional Medical Assistance (TMA) provides continued Medicaid coverage for up to 12 months for Parent/Caretaker with Child(ren) households that become ineligible because of changes related to earned income.
Pregnant Women (P01)	Pregnant women with family income at or below two hundred twenty percent (220%) of the Federal Poverty Level (FPL).
Child(ren) under the age of 19 (CU19)	Provides Medicaid to children from birth through the last day of the month in which the child turns nineteen (19) years of age and have family income that is at or below the percentage of the Federal Poverty Level for their age specified in DCH policy.
Newborn Medicaid	Newborn (NB) Medicaid provides Medicaid coverage to a child born to a woman who was eligible for and receiving Medicaid or PeachCare for Kids ® on the day the child was born.
Women's Health Medical Assistance (WHM)	Under the Breast and Cervical Cancer Prevention and Treatment Act of 2000. Women's Health Medical Assistance Medicaid provides coverage to women younger than sixty-five (65) years of age diagnosed and needing treatment for breast or cervical cancer and/or precancerous Conditions of the breast or cervix with income at or below 200% of the Federal Poverty Level.
Refugees	Individuals including but not limited to those who have the required Immigration and Naturalization Service (INS) documentation showing they meet a status of asylees, Cuban parolees/Haitian entrants, Amerasians or human trafficking victims.
Pathways-eligible adults	Pathways is Georgia's 1115 demonstration waiver program created to provide Medicaid coverage to members between the ages of nineteen to sixty-four with household incomes up to 95% of the Federal Poverty Level, who are not otherwise eligible for Medicaid, and engage in up to 80 hours of qualifying activities per month to gain access to affordable, quality healthcare until their income meets or exceeds 100% of the Federal Poverty Level.
Aged Blind Disabled (ABD)	SSI Non-Dual, Non-HCBS Population. SSI refers to members identified as either SSI or Public Law (Widower, Pickle, 1972 Cola, 1984 Cola, Disabled Adult Child).
<i>The following Medicaid Categories of Eligibility are required to receive Resource Mother Outreach through Georgia Families.</i>	

Populations	Description
Women aged eighteen (18) through forty-four (44)	Eligible if qualify under one of the following: <ul style="list-style-type: none"> a. The Parent/Caretaker Category of Eligibility under the Georgia Medicaid State Plan, are already enrolled in Georgia Families and deliver a Very Low Birth Weight (VLBW) baby on or after January 1, 2011. b. The Aged, Blind or Disabled (ABD) Category of Eligibility under the Georgia Medicaid State Plan and deliver a VLBW baby on or after January 1, 2011.
Planning for Healthy Babies Participants	
Eligible for Family Planning Only Services: Women aged eighteen (18) through forty-four (44) who are otherwise uninsured	Family income at or below two hundred percent (200%) of the FPL and eligible for Family Planning Services.
Eligible for Family Planning Services and Interpregnancy Care Services: Women aged eighteen (18) through forty-four (44) who are otherwise uninsured	Family income at or below two hundred percent (200%) of the FPL who have delivered a Very Low Birth Weight (VLBW) infant and are eligible for Family Planning Services and Interpregnancy Care Services.
Women aged eighteen (18) through forty-four (44)	Current Medicaid recipients who have delivered a VLBW infant and are eligible for Resource Mother Services only.
PeachCare for Kids®	
Children less than nineteen (19) years of age	Family income less than two hundred forty-seven percent (247%) of the FPL, are not eligible for Medicaid or any other health insurance program and cannot be covered by the State Health Benefit Plan.

Georgia Families 360° provides managed care services for youth in Foster Care, children and youth receiving Adoption Assistance, and select youth in the custody of DJJ. Figure 3 outlines Medicaid Categories of Eligibility for individuals who are enrolled in Georgia Families 360°. Children and youth receiving Adoption Assistance may elect to be served through the Fee-for-Service delivery system. Some Categories of Eligibility may include the following children or youth who are in joint custody of Division of Family and Children Services (DFCS) and DJJ.

Figure 3: Georgia Families 360° Eligibility Categories

Populations	Description
Georgia Families 360°	
<i>Children in Foster Care or Receiving Adoption Assistance</i>	

Populations	Description
Children and young adults less than twenty-six (26) years of age	<p>Eligible if receiving Foster Care under one of the following scenarios:</p> <ul style="list-style-type: none"> a. Title IV-B or Title IV-E of the Social Security Act b. Title IV-B or Title IV-E of the Social Security Act, and eligible for Supplemental Security Income c. Title IV-B or Title IV-E of the Social Security Act, and enrolled in PeachCare for Kids®
Children less than twenty-one (21) years of age	<p>Eligible if receiving Adoption Assistance under one of the following scenarios:</p> <ul style="list-style-type: none"> a. Title IV-B or Title IV-E of the Social Security Act b. Title IV-B or Title IV-E of the Social Security Act and enrolled in PeachCare for Kids®
Children and young adults less than twenty-six (26) years of age who are in Foster Care or less than twenty-six (26) and receiving Adoption Assistance under Title IV-B or Title IV-E of the Social Security Act and are enrolled in a Home- and Community-Based Services (HCBS) 1915(c) waiver program	<p>Waiver programs are as follows:</p> <ul style="list-style-type: none"> a. Elderly and Disabled Waiver Program: Provides services to people who are functionally impaired or disabled, helping members to remain in their own homes, the homes of Caregivers or in other community-based settings as long as possible. b. New Options Waiver Program (NOW) and Comprehensive Supports Waiver Program (COMP): Offers HCBS services for people with intellectual or developmental disabilities. c. Community-Based Alternatives for Youth (CBAY): Provides intensive Behavioral Health supports to children who have been diagnosed with a serious emotional disturbance. d. Young adults less than twenty-six (26) who are in Foster Care or receiving Adoption Assistance under Title IV-E of the Social Security Act and are enrolled in the Independent Care Waiver Program (ICWP). ICWP provides services for people with physical disabilities who remain in their own homes or in the community instead of in a hospital or nursing home.
Children eighteen (18) years of age and under	Eligible pursuant to the Interstate Compact for the Placement of Children (ICPC).

Populations	Description
Children and youth subject to age limitations, as specified	Eligible pursuant to the Interstate Compact for Adoption and Medical Assistance (ICAMA). Age limitations are based on the DFCS eligibility requirements for members in Adoption Assistance. In ICAMA cases where Georgia is the receiving state and the child is receiving Adoption Assistance from another state, Georgia can provide Medicaid coverage under ICAMA for the period of time that the sending state continues to provide Adoption Assistance under the Adoption Assistance agreement. Age limitations and eligibility criteria vary by state and are based on the sending state's criteria instead of DFCS' eligibility requirements.
<i>Children Involved with the Department of Juvenile Justice (DJJ)</i>	
Children and youth less than nineteen (19) years of age	Eligible for Right from the Start Medicaid and one of the following: <ul style="list-style-type: none"> a. Placement in community (non-secure) residential care as a result of their involvement with the DJJ. b. Eligible for Supplemental Security Income and are placed in community (non-secure) residential care as a result of their involvement with the DJJ.

1.1.3. Georgia Families, Georgia Families 360° and P4HB Exclusions

The following Medicaid recipients are excluded or exempted from enrolling in Georgia Families and Georgia Families 360° at the contract start date, even if the recipient is otherwise eligible for Georgia Families per the above outlined eligibility requirements:

- a. Recipients eligible for Medicare.
- b. Recipients who are members of a Federally Recognized Indian Tribe (Note: Georgia has no Federally Recognized Indian Tribes).
- c. Recipients enrolled in the Children's Medical Services program administered by the Georgia Department of Public Health.
- d. Children enrolled in the Georgia Pediatric Program (GAPP).
- e. Recipients enrolled under group health plans for which DCH provides payment for premiums, deductibles, coinsurance and other cost sharing, pursuant to Section 1906 of the Social Security Act.
- f. Individuals enrolled in a hospice Category of Eligibility.
- g. Individuals enrolled in a nursing home Category of Eligibility.

- h. Children less than twenty-one (21) years of age who are in Foster Care or receiving Adoption Assistance under Title IV-E of the Social Security Act and are enrolled in the Georgia Pediatric Program (GAPP).
- i. Recipients who are enrolled in Fee-for-Service Medicaid through Supplemental Security Income and qualify for LTSS Benefits. Members who are already enrolled in Georgia Families will remain in Georgia Families until the Disenrollment is completed through the normal monthly process.
- j. Recipients who are enrolled in Fee-for-Service Medicaid through Supplemental Security Income and qualify for any waiver program, including NOW, COMP, ICWP, CCSP, SOURCE, or Katie Beckett. Members who are already enrolled in Georgia Families will remain in Georgia Families until the Disenrollment is completed through the normal monthly process.

The following Members are excluded from the P4HB Program:

- a. Women who become pregnant while enrolled in the P4HB Demonstration Program.
- b. Women determined to be infertile (sterile) or who are sterilized while enrolled in the P4HB Demonstration Program.
- c. Women who become eligible for any other Medicaid or commercial insurance program.
- d. Women who no longer meet the P4HB Demonstration Program's eligibility requirements.
- e. Women who are or become incarcerated.

Notwithstanding these exclusions, DCH may amend the exclusion lists to change covered populations and services. These lists represent exclusions as of eRFP release date.

1.1.4. Service Regions

The selected Supplier will provide services to Members statewide. For the purposes of coordination and planning, DCH has divided the State, by county, into six (6) Service Regions. See the Suppliers' Resource Library for a listing of the counties in each Service Region.

1.1.5. Transition Planning

DCH has developed the following Open Enrollment and Auto-Assignment processes to enroll all Georgia Families Members with the selected CMOs for the Operational Start Date.

Figure 3 below provides DCH's plans for initial Enrollment of Georgia Families Members based on the Supplier selections resulting from this eRFP. DCH intends to select at least three (3) total CMOs and up to four (4) total CMOs, per high-quality responses in the competitive range. These plans account for incumbent CMOs returning and / or DCH selecting (a) new CMO(s).

- a. **Currently eligible GF Members:** Assume target Minimum Enrollment of at least seventy-five thousand (75,000) total Georgia Families Members with each CMO. (GF360° Members are not included in this Minimum Enrollment target.) DCH can deploy strategies detailed below to support CMOs in reaching this Minimum Enrollment target in a reasonable timeframe.
- b. **New population entrant GF Members (i.e., SSI Non-Dual Non-HCBS Population):** DCH will aim to provide Member choice through Open Enrollment and then randomly distribute remaining Members who will be new population entrants to Georgia Families managed care (i.e., non-LTSS / waiver SSI-eligible adults). Distribution of new entrant GF-eligible populations

(i.e., non-LTSS / waiver SSI-eligible adults) will occur immediately upon closure of Open Enrollment, prior to the start of Auto-Assignment of current GF-eligible populations.

- c. **Member distribution after the Operational Start Date:** DCH will follow the subsequent approach about Member distribution after the Operational Start Date:
- i. If any given CMO has less than Minimum Enrollment of seventy-five thousand (75,000) Members, Minimum Enrollment Auto-Assignment will allocate otherwise unattributed Members (those without personal, familial or historical Provider Relationships) to the CMO(s) with less than seventy-five thousand (75,000) Members for at least six (6) months after the Operational Start Date. Member choice remains in place, and Members may still switch CMOs following Minimal Enrollment Auto-Assignment for ninety (90) days, a period known as the Choice Change Period.
 - ii. DCH will use Quality-based Auto-Assignment, based on the rolling prior year of data, and the ranking will be refreshed quarterly.
 - If all selected CMOs are incumbents, Quality-based Auto-Assignment will start at the Operational Start Date.
 - If any CMO is a new entrant, Quality-based Auto-Assignment will start one (1) year after the Operational Start Date
 - iii. When Quality-based Auto-Assignment is not in effect, and following Minimum Enrollment Auto-Assignment (if needed) period of six (6) months, it will be substituted with Balanced Auto-Assignment, meaning even and random distribution of Members, per Section 1932(a) of the State Plan Amendment submitted to CMS
 - iv. If any given CMO has >49% of share of Georgia Families Members, Quality-based and / or Balanced Auto-Assignment will be paused for that CMO. Quality-based and / or Balanced Auto-Assignment will resume when the CMO's share of Georgia Families Members is <49%. If any given CMO has >60% of share of Georgia Families Members, any enrollment will be paused for that CMO. Member Choice enrollment will resume when the CMO's share of Georgia Families Members is <60%.

Figure 4: Potential Georgia Families Selection Scenarios and Enrollment Processes

No.	Procurement Scenario	Open Enrollment and Auto-Assignment Process
1.	<p>No CMO Turnover</p> <ul style="list-style-type: none"> • 3 incumbent CMOs are selected as a result of the eRFP process and 0 new CMOs 	<p><u>Current GF-eligible populations</u></p> <ul style="list-style-type: none"> • DCH will not conduct an Open Enrollment period • Members will be able to change CMOs based on current change period schedule <p><u>New entrant GF-eligible populations (i.e., non-LTSS / waiver SSI-eligible adults)</u></p> <ul style="list-style-type: none"> • Members who are new population entrants to managed care (i.e., non-LTSS / waiver SSI-eligible adults) will have a thirty (30) day Open Enrollment period starting one-hundred and twenty (120) days prior to the Operational

No.	Procurement Scenario	Open Enrollment and Auto-Assignment Process
		<p>Start Date. Open Enrollment will close ninety (90) days prior to the Operational Start Date</p> <ul style="list-style-type: none"> • For Members who are new population entrants to managed care (i.e., non-LTSS / waiver SSI-eligible adults), who do not select a CMO during Open Enrollment, DCH will randomly assign Members to a CMO at ninety (90) days (and no less than sixty (60) days) prior to the Operational Start Date with an aim of reaching the most even distribution of Members across all CMOs, while preserving choice made during Open Enrollment • Members will have ninety (90) days after the Operational Start Date to change their CMO assignments
2.	<p>3 or 4 total CMOs, via addition of one (1) or more new CMOs to serve the Georgia Families Program</p> <ul style="list-style-type: none"> • 3 total: 2 incumbent CMOs and 1 new CMO • 3 total: 1 incumbent CMO and 2 new CMOs • 3 total: 0 incumbent CMOs and 3 new CMOs • 4 total: 3 incumbent CMOs and 1 new CMO • 4 total: 2 incumbent CMOs and 2 new CMOs • 4 total: 1 incumbent CMO and 3 new CMOs • 4 total: 0 incumbent CMOs and 4 new CMOs 	<p><u>Current GF-eligible populations</u></p> <ul style="list-style-type: none"> • All existing Georgia Families Members will have a thirty (30) day Open Enrollment period starting one-hundred and twenty (120) days prior to the Operational Start Date. Open Enrollment will close ninety (90) days prior to the Operational Start Date • For the remainder of existing Georgia Families Members who are not yet attributed to a CMO, DCH will assign Members to a CMO at ninety (90) days (and no less than sixty (60) days) prior to the Operational Start Date using the following Auto-Assignment algorithm. (Note: Distribution of new entrant GF-eligible populations (i.e., non-LTSS / waiver SSI-eligible adults) will occur immediately upon closure of Open Enrollment, prior to the start of Auto-Assignment of current GF-eligible populations): <ul style="list-style-type: none"> – If a Member is enrolled in a returning CMO, assign the Member to that CMO – If a Member is not enrolled in a returning CMO, and a family member of the Member is already enrolled in one CMO, assign the Member to that CMO – If no family members are enrolled and the Member has had a Historical Provider Relationship in the last two (2) years, assign the Member to the CMO in which the Provider is in the Provider network. (If the Provider is in the Provider network of more than one CMO, randomly and evenly assign the Member to one of those CMOs.) – If the Member does not have a Provider participating with a CMO, assign the Member via Minimum

No.	Procurement Scenario	Open Enrollment and Auto-Assignment Process
		<p>Enrollment Auto-Assignment, where otherwise unattributed Members are allocated evenly and randomly to the CMO(s) with less than the Minimum Enrollment total membership, until Minimum Enrollment membership is reached</p> <ul style="list-style-type: none"> – If Minimum Enrollment membership is reached for all CMOs, assign the Member via Balanced Auto-Assignment, where all remaining unattributed Members are allocated evenly and randomly to the CMO(s) until all Members have been assigned <ul style="list-style-type: none"> • Evaluate the results of Open Enrollment selections and Auto-Assignment preparation. If any CMO does not have at least the Minimum Enrollment of seventy-five thousand (75,000) Members, DCH will deploy Minimum Enrollment Auto-Assignment for at least six (6) months following the Operational Start Date, where all newly eligible Members will be initially assigned evenly to the CMO(s) below Minimum Enrollment (after accounting for personal, familial and Historical Provider Relationships) <ul style="list-style-type: none"> – After six (6) months post Operational Start Date, DCH reserves the right to deploy additional strategies such that all CMOs reach at least Minimum Enrollment membership of seventy-five thousand (75,000) Members • Members who are <u>newly</u> determined eligible between the end of the Open Enrollment period and the Operational Start Date will follow current new Member enrollment practices, and will be made aware of any pending changes to the CMO complement <ul style="list-style-type: none"> – If an incumbent CMO is not selected during procurement, any Auto-Assignment to that CMO will stop at ninety (90) days prior to the Operational Start Date • Members will have ninety (90) days after the Operational Start Date to change their CMO assignments <p><u>New entrant GF-eligible populations (i.e., non-LTSS / waiver SSI-eligible adults)</u></p> <ul style="list-style-type: none"> • Members who are new population entrants to managed care (i.e., non-LTSS / waiver SSI-eligible adults) will have a thirty (30) day Open Enrollment period starting one-hundred and twenty (120) days prior to the Operational Start Date. Open Enrollment will close ninety (90) days prior to the Operational Start Date

No.	Procurement Scenario	Open Enrollment and Auto-Assignment Process
		<ul style="list-style-type: none"> For Members who are new population entrants to managed care (i.e., non-LTSS / waiver SSI-eligible adults), who do not select a CMO during Open Enrollment, DCH will randomly assign Members to a CMO at ninety (90) days (and no less than sixty (60) days) prior to the Operational Start Date with an aim of reaching the most even distribution of Members across all CMOs (incumbent and / or new), while preserving choice made during Open Enrollment Members will have ninety (90) days after the Operational Start Date to change their CMO assignments. Distribution of new entrant GF-eligible populations (i.e., non-LTSS / waiver SSI-eligible adults) will occur immediately upon closure of Open Enrollment, prior to the start of Auto-Assignment of current GF-eligible populations)

For all scenarios, DCH will collaborate with the selected Suppliers to conduct an extensive multi-phase Member, Provider, and stakeholder outreach campaign. The process described above in Figure 4 does not apply to Georgia Families 360° Members. Georgia Families 360° Members will all be assigned to the one (1) selected Georgia Families 360° Supplier.

1.1.6. Suppliers’ Resource Library

A resource library is available electronically for potential Suppliers to review material relevant to the eRFP. The library may be found at: <https://dch.georgia.gov/managedcarerfpsept2023>.

The library includes but is not limited to documents and web access links such as the following:

- a. 2023 Bright Futures Periodicity Schedule
- b. CMO Service Regions and Counties
- c. Data Elements Availability Workbook
- d. DOAA Medicaid Cluster State Survey and Certification of Healthcare Providers and Suppliers Assessment Project
- e. EASE Data Set Standards and SFTP Setup Parameters
- f. GAMMIS_5010_Encounter_837D_Companion_Guide_v2.16 (Dental encounters)
- g. GAMMIS_5010_Encounter_837I_Companion_Guide_v2.16 (Institutional encounters)
- h. GAMMIS_5010_Encounter_837P_Companion_Guide_v2.15 (Professional encounters)
- i. Georgia and Planning for Healthy Babies Rate Certification Exhibits - SFY 2024
- j. Georgia DCH 2023 External Quality Review Annual Report
- k. Georgia DCH Quality Strategy
- l. Georgia DPH Billing Resource Manual (2014)
- m. Georgia Families 360° Rate Certification - SFY 2024
- n. Georgia Families Rate Certification - SFY 2024
- o. Georgia Families Rate Certification Exhibits - SFY 2024
- p. Georgia P4HB Special Terms and Conditions (2021)

- q. Georgia Pathways Special Terms & Conditions (2023)
- r. Kenny A Consent Decree (GF360)
- s. Medicaid Managed Care Enrollment Numbers
- t. MOU for the PeachCare Partnership Program
- u. NCQA Health Plan Accreditation Requirements
- v. Pathways Rate Certification - SFY 2024
- w. Pathways Rate Certification Exhibits - SFY 2024
- x. Sample Irrevocable Letter of Credit
- y. Security and Privacy Controls - NIST.SP.800-53r5
- z. SSI Non-Dual Non-HCBS Data Book Exhibits
- aa. SSI Non-Dual Non-HCBS Data Book Narrative

The library also includes but is not limited to web access links such as the following:

- a. Applicable Companion Guides: <https://www.mmis.georgia.gov/portal/PubAccess.EDI/Companion%20Guides/tabId/47/Default.aspx>
- b. Georgia Medicaid State Plan: <https://medicaid.georgia.gov/organization/about-georgia-medicaid/medicaid-state-plan>
- c. Medicaid Managed Care DCH Website: <https://dch.georgia.gov/medicaid-managed-care>
- d. NCQA Accreditation: <https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/process/>
- e. NCQA Patient Centered Medical Home Resources: <http://www.ncqa.org/Programs/Recognition/Practices/PatientCenteredMedicalHomePCMH.aspx>
- f. NIST Special Publications 800-53: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r5.pdf>
- g. Planning for Healthy Babies Resources: <https://medicaid.georgia.gov/programs/all-programs/planning-healthy-babies>
- h. Quality Reports: <https://dch.georgia.gov/medicaid-quality-reporting>
- i. The Kenny A. vs. Sonny Perdue Consent Decree: <https://archive.org/details/6414371-Lawsuits-other-states-Georgia-Kenny-a-Consent/page/n49/mode/2up>
- j. Vaccines for Children Program Resources: <http://dph.georgia.gov/vaccines-children-program>
- k. Waiver Programs: <https://medicaid.georgia.gov/programs/all-programs/waiver-programs>

It is the Supplier's responsibility to review Suppliers' Resource Library materials in addition to other publicly available sources for relevance to this eRFP's Scope of Work. Several data files are included with the eRFP to aid in the development of the Suppliers' submissions.

1.2. Program Priorities

Although any question asked in this eRFP probes capabilities essential to program success, the scoring of the eRFP will be weighted toward the programmatic and operational priorities outlined here, which are aligned with DCH strategy.

The Supplier should demonstrate capabilities to improve the quality of care and population health outcomes in priority areas, including maternal mortality and morbidity, Behavioral Health, and Chronic Disease Management:

1. Maternal mortality and morbidity: The Supplier must show how it will improve Georgia's current performance (for example, nearly 50% of Medicaid births are covered by the State's CMOs¹ and yet the State has some of the worst outcomes for maternal health²). The Supplier is asked to show how it will make a meaningful change in this priority area.
2. Behavioral Health: The Supplier must show how it would deliver comprehensive and integrated Behavioral Health care that provides a continuum of Covered services, as well as Value-Added Services and In Lieu Of Services to deliver the right service at the right time for each Member.
3. Chronic Disease Management: The Supplier must show its ability to deliver better outcomes for Chronic Conditions, including but not limited to, diabetes, asthma and other complex Conditions.

In addition, the Supplier should demonstrate capabilities to achieve the following:

1. Deliver care management and coordination sufficient to improve quality of care.
2. Maintain a robust and navigable network of Primary Care Providers and specialists to ensure timely access to high-quality care.
3. Improve equity in access and outcomes through reporting, performance management, and engagement of Providers and Members; requiring advanced analytics to support insights that can be readily addressed and monitored by the State, CMO and Providers.
4. Use interventions to meaningfully address SDOH, leveraging assessments, closed-loop referrals, Value-Added Services and In Lieu Of Services.

The Suppliers that bid on the Georgia Families 360° program should show additional capabilities aligned with improving outcomes for this population. This must include the ability to build a Behavioral Health continuum of care and ensure the provision of Behavioral Health services in the community setting. The Supplier should also Partner with DFCS and DJJ to coordinate high-quality, timely, and Trauma-Informed Care to eligible children.

With this eRFP, Suppliers may also bid on the option to provide managed long-term services and supports in a later Contract term. Suppliers that pursue this option should demonstrate their experience providing these programs in other states and their capabilities in ensuring access to quality care among populations that require these services and supports.

Across any program, Suppliers must demonstrate operational excellence. This includes engaging DCH and other stakeholders as partners to improve care quality, access, value, innovation and equity. It also involves providing actionable quality metrics and performance reports that enable program improvement.

1.3. eRFP Certification

Pursuant to the provisions of the Official Code of Georgia Annotated §50-5-67(a), DOAS certifies the use of competitive sealed bidding will not be practicable or advantageous to the State of Georgia in completing the acquisition described in this eRFP. Thus, competitive sealed proposals will be submitted in response to this eRFP. This eRFP is being sourced through an electronic sourcing tool approved by DOAS and all suppliers' responses must be submitted electronically in accordance with the instructions contained in Section 2 "Instructions to Suppliers" of this eRFP. Electronic competitive sealed proposals will be administered pursuant to the Georgia Electronic Records and Signature Act. Please note electronic competitive sealed proposals meet the sealed proposal requirements of the State of Georgia, an electronic record meets any requirements for writing, and an electronic signature meets any requirements for an original signature.

¹ State Health Facts: Births Financed by Medicaid, Kaiser Family Foundation, 2020.

² See, for instance, State Health Facts: Maternal deaths and mortality rates per 100,000 live births, Kaiser Family Foundation, 2018-2020, showing Georgia as having the eighth highest rate of maternal mortality, See also Preterm State Health Facts: Births as a Percent of All Births by Race/Ethnicity, Kaiser Family Foundation, 2020, showing Georgia as having the ninth highest rate of preterm births as a percentage of all births.

1.4. Overview of the eRFP Process

The objective of the eRFP is to select qualified suppliers to provide the goods and/or services outlined in this eRFP to the State Entity. This eRFP process will be conducted to gather and evaluate responses from suppliers for potential award. All qualified suppliers are invited to participate by submitting responses, as further defined below. After evaluating all suppliers' responses received prior to the closing date of this eRFP and following negotiations (if any) and resolution of any Contract exceptions, the preliminary results of the eRFP process will be publicly announced, including the names of all participating suppliers and the evaluation results. Subject to the protest process, final Contract award(s) will be publicly announced thereafter.

NOTE TO SUPPLIERS: The general instructions and provisions of this document have been drafted with the expectation that the State Entity will make a single award; however, please refer to Section 6.6 "Selection and Award" of this eRFP for information concerning the State Entity's actual award strategy (single, multiple, split awards, etc.).

1.5. Schedule of Events

The following Figure 5 outlines the schedule of events set out herein which represents the State Entity's best estimate of the schedule that will be followed. Delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted, as appropriate. Any changes to the dates up to the closing date of the eRFP will be publicly posted prior to the closing date of this eRFP. After the close of the eRFP, the State Entity reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, award and the Contract term on an as-needed basis with or without notice.

Figure 5: Schedule of Events

Description	Date	Time
Release of eRFP	As Published on the Georgia Procurement Registry ("GPR")	N/A
Bidders/Offerors' Conference Location: 2 Martin Luther King Jr., Dr. SW – East Tower Atlanta, Georgia 30303 4 th Floor Boardroom: # 470-A (Registration for Virtual Attendance: HERE) Attendance is Mandatory Although virtual attendance option is available, attendance in-person is strongly recommended.	As Published on the Georgia Procurement Registry ("GPR")	N/A
Deadline for 1 st Round of Supplier Written Questions sent via email to the Issuing Officer referenced in Section 1.6.	10/06/23	5:00 p.m. ET
Deadline for 1 st Round of DCH Responses to Written Questions	10/20/23	5:00 p.m. ET
Deadline for 2 nd Round of Supplier Written Questions sent via email to the Issuing Officer referenced in Section 1.6.	10/27/23	5:00 p.m. ET
Deadline for 2 nd Round of DCH Responses to Written Questions	11/13/23	5:00 p.m. ET
Proposals Due/Close Date and Time	As Published on the GPR	See GPR
Proposal Evaluation Completed (on or about)	3 – 5 Months after Closing	N/A

Negotiations Invitation Issued (emailed) (on or about); discretionary process	4 – 6 Months after Closing	TBD
Negotiations with Identified Suppliers (on or about); discretionary process	4 – 6 Months after Closing	TBD
Final Evaluation (on or about)	4 – 6 Months after Closing	N/A
Finalize Contract Terms	5 – 6 Months after Closing	N/A
Notice of Intent to Award* [NOIA] (on or about)	5 – 6 Months after Closing	N/A
Notice of Award [NOA] (on or about)	10 Calendar Days after NOIA	N/A

*In the event the estimated value of the Contract is less than \$100,000, the State Entity reserves the right to proceed directly to Contract award without posting a Notice of Intent to Award.

1.6. Official Issuing Officer (Buyer)

Issuing Officer: Matthew Carter

Email: CMO.2023@doas.ga.gov

1.7. Definition of Terms

Please review the following terms:

Supplier(s) – companies desiring to do business with the State of Georgia.

State Entity – the governmental entity identified in Section 1.1 “Purpose of Procurement” of this eRFP.

Any special terms or words which are not identified in this State Entity eRFP Document may be identified separately in one or more attachments to the eRFP. Please download, save and carefully review all documents in accordance with the instructions provided in Section 2 “Instructions to Suppliers” of this eRFP.

1.8. Contract Term

The initial term of the Contract(s) shall be from the Contract Execution Date until the end of the State’s current fiscal year. The State’s fiscal year is from July 1st through June 30th. The State Entity shall possess six (6) one (1) year option(s) to renew, which options shall be exercisable at the sole discretion of the State Entity. Renewal will be accomplished through the issuance of Notice of Award Amendment. In the event that the Contract(s), if any, resulting from the award of this eRFP shall terminate or be likely to terminate prior to the making of an award for a new Contract for the identified products and/or services, the State Entity may, with the written consent of the awarded supplier(s), extend the Contract(s) for such period of time as may be necessary to permit the State Entity’s continued supply of the identified products and/or services. The Contract(s) may be amended in writing from time to time by mutual consent of the parties. Unless this eRFP states otherwise, the resulting award of the Contract(s) does not guarantee volume or a commitment of funds.

1.9. Small and Diverse Businesses

The State of Georgia is committed to supporting small and diverse businesses and encourages all qualified companies to participate in the procurement process through prime and subcontractor opportunities. In an effort to assist minority-owned businesses, Georgia law permits an income tax adjustment on the state tax return of any company that subcontracts with a certified minority-owned firm to furnish goods, property or services to the State of Georgia O.C.G.A. Section 48-7-38. A minority-owned business may be defined as a business owned by an individual who is a member of a minority group or a partnership in which 51% or more of the ownership interest is owned by one or more members of a minority. O.C.G.A. Section 48-7-38

recognizes minority groups as Black or African American, Hispanic or Latino, Asian-Pacific American, Native American or Asian-Indian American. Suppliers should consult with their tax advisors to find out how to take advantage of these tax credits.

2. Instructions to Suppliers

By submitting a response to the eRFP, the Supplier is acknowledging that the Supplier:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.

2.1. General Information and Instructions

2.1.1. Team Georgia Marketplace™ Registration System

DOAS requires all companies and/or individuals interested in conducting business with the State of Georgia to register in the State's web-based registration system, through Team Georgia Marketplace™. Registration is free and enables the registering company to gain access to certain information, services and/or materials maintained in Team Georgia Marketplace™ at no charge to the registering company. All registering companies must agree to be bound by the applicable terms and conditions governing the supplier's use of Team Georgia Marketplace™. In the event DOAS elects to offer certain optional or premium services to registered companies on a fee basis, the registered company will be given the opportunity to either accept or reject the service before incurring any costs and still maintain its registration. Companies may register at https://fscm.teamworks.georgia.gov/psc/supp/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL?&

2.1.2. Restrictions on Communicating with Staff

From the issue date of this eRFP until the final award is announced (or the eRFP is officially cancelled), suppliers are not allowed to communicate for any reason with any State staff except through the Issuing Officer named herein, or during the Bidders/Offerors' conference (if any), or as defined in this eRFP or as provided by existing work agreement(s). Prohibited communication includes all contact or interaction, including but not limited to telephonic communications, emails, faxes, letters, or personal meetings, such as lunch, entertainment, or otherwise. The State Entity reserves the right to reject the response of any supplier violating this provision.

2.1.3. Submitting Questions

All questions concerning this eRFP must be submitted in writing via email to the Issuing Officer identified in Section 1.6 "Issuing Officer" of this eRFP. No questions other than written will be accepted. No response other than written will be binding upon the State. All suppliers must submit questions by the deadline identified in the Schedule of Events for submitting questions. Suppliers are cautioned that the State Entity may or may not elect to entertain late questions or questions submitted by any other method than as directed by this section. All questions about this eRFP must be submitted in the following format:

Company Name

Question #1 Question, *Citation of relevant section of the eRFP*

Question #2 Question, *Citation of relevant section of the eRFP*

Do not use the comments section of the Sourcing Event to submit questions to the issuing officer.

2.1.4. Attending Bidders/Offerors' Conference

The Bidders/Offerors' Conference or any other information session will be held hybrid as stated in Section 1.5 "Schedule of Events" of this eRFP. Attendance is optional, although suppliers are strongly encouraged to attend. The supplier is strongly encouraged to register early for the virtual conference. All suppliers are strongly encouraged to arrive early to allow for unexpected contingencies.

2.1.5. State's Right to Request Additional Information – Supplier's Responsibility

Prior to Contract award, the State Entity must be assured that the selected supplier has all of the resources to successfully perform under the Contract. This includes, but is not limited to, adequate number of personnel with required skills, availability of appropriate equipment in sufficient quantity to meet the on-going needs of the State Entity, financial resources sufficient to complete performance under the Contract, and experience in similar endeavors. If, during the evaluation process, the State Entity is unable to assure itself of the supplier's ability to perform, if awarded, the State Entity has the option of requesting from the supplier any information deemed necessary to determine the supplier's responsibility. If such information is required, the supplier will be notified and will be permitted approximately seven business days to submit the information requested.

2.1.6. Failing to Comply with Submission Instructions

Responses received after the identified due date and time or submitted by any other means than those expressly permitted by the eRFP will not be considered. Suppliers' responses must be complete in all respects, as required in each section of this eRFP.

2.1.7. Rejection of Proposals; State's Right to Waive Immaterial Deviation

The State Entity reserves the right to reject any or all responses, to waive any irregularity or informality in a supplier's response, and to accept or reject any item or combination of items, when to do so would be to the advantage of the State of Georgia. It is also within the right of the State Entity to reject responses **that do not contain all elements and information requested in this eRFP**. A supplier's response will be rejected if the response contains any defect or irregularity and such defect or irregularity constitutes a material deviation from the eRFP requirements, which determination will be made by the State Entity on a case-by-case basis.

2.1.8. State's Right to Amend and/or Cancel the eRFP

The State Entity reserves the right to amend this eRFP. Any revisions must be made in writing prior to the eRFP closing date and time. By submitting a response, the supplier shall be deemed to have accepted all terms and agreed to all requirements of the eRFP (including any revisions/additions made in writing prior to the close of the eRFP whether or not such revision occurred prior to the time the supplier submitted its response) unless expressly stated otherwise in the supplier's response. **THEREFORE, EACH SUPPLIER IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED eRFP AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER'S RESPONSE PRIOR TO THE CLOSE OF THE eRFP.** Suppliers are encouraged to frequently check the eRFP for additional information. Finally, the State Entity reserves the right to cancel this eRFP at any time.

2.1.9. Protest Process

Suppliers should familiarize themselves with the procedures set forth in Chapter 6 of the *Georgia Procurement Manual*.

2.1.10. Costs for Preparing Responses

Each supplier's response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for developing the response and participating in the procurement process (including the protest process) is the sole responsibility of the supplier. The State will not provide reimbursement for such costs.

2.1.11. ADA Guidelines

The State of Georgia adheres to the guidelines set forth in the Americans with Disabilities Act. Suppliers should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Bidders/Offerors' Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

2.1.12. Public Access to Procurement Records

Solicitation opportunities will be publicly advertised as required by law and the provisions of the Georgia Procurement Manual. The State Purchasing Act delays the release of certain procurement records in the event the public disclosure of those records prior to the State Entity's public announcements of the results of a solicitation would undermine the public purpose of obtaining the best value for the State such as cost estimates, proposals/bids, evaluation criteria, supplier evaluations, negotiation documents, offers and counter-offers, and certain records revealing preparation for the procurement. After Notice of Intent to Award or final Contract award has been made (whichever comes first) or after a bid has been cancelled following evaluation, without intent to rebid, requests for access to supplier proposals and/or communications, shall be subject to the disclosure provisions of Georgia's Open Records Act. Pursuant to O.C.G.A. § 50-18-71(a), DOAS must make all public records, including bid proposals, open for personal inspection and copying, except those records which by order of a court of this State or by law are specifically exempted from disclosure.

The State Entity is allowed to assess a reasonable charge to defray the cost of reproducing documents. A State employee should be present during the time of onsite inspection of documents. PLEASE NOTE: Even though information (financial or other information) submitted by a supplier may be marked as "confidential", "proprietary", etc., the State will make its own determination regarding what information may or may not be withheld from disclosure.

2.1.12.1. Marking Submissions as "Confidential", "Proprietary", or "Trade Secret"

If a Supplier considers any portion of the documents, data, or records submitted in response to this solicitation to be exempt from disclosure under Georgia law, the Supplier must clearly mark each such submission, or portions of the submission, considered to be exempt from disclosure as "Confidential," "Proprietary", or "Trade Secret." and specify the statutory exemption. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Wholesale designation of a response or substantial parts of a response as "Confidential" will not be accepted by the State. If only portions of a page are subject to some protection, Supplier should not mark the entire page. PLEASE NOTE: Even though information (financial or other information) submitted by a supplier may be marked as "confidential", "proprietary", etc., the State will make its own determination regarding what information may or may not be withheld from disclosure.

2.1.12.2. Submission of Redacted Copies

If Supplier considers any portion of its bid/proposal to the solicitation to be trade secret or otherwise not subject to public disclosure under Georgia Open Records Act, Supplier must, in addition to the required original documents, provide a separate redacted electronic copy of its bid/proposal, in PDF format, and briefly describe in a separate writing, as to each item redacted, the grounds for claiming exemption from the public records law, including citation to the appropriate exemption from disclosure requirements provided under Georgia law. This redacted copy should be clearly marked "Redacted Copy-Available for Public Review." In addition, the electronic file name should include the words "**Redacted Copy**" at the **beginning of the file name**. The redacted copy shall be submitted at the same time Supplier submits its bid/proposal and must only exclude or redact those specific portions that are claimed not subject to disclosure. The redacted copy should reflect the same pagination as the original and show the location from which information was redacted. Except for the redacted information, the redacted electronic copy must be identical to the original bid/proposal. The redacted copy will be open to public inspection under the Georgia Open Records Act without further notice to the Supplier. If Supplier fails to submit a redacted copy with its bid/proposal, the State is authorized to produce the vendor's bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. Even though information submitted by a Supplier may be marked as "confidential", "proprietary", "trade secret" etc., the State will make its own determination regarding what information may or may not be withheld from disclosure. If the State of Georgia deems redacted information to be subject to disclosure under the Georgia Open Records Act, the Supplier will be contacted prior to the release of this information.

2.1.12.3. Trade Secret

In addition, if the Supplier claims that certain information in its bid/proposal may be withheld as trade secret pursuant to O.C.G.A. 50-18-72(a)(34), the Supplier shall include **with its bid/proposal submission, an affidavit indicating the specific information** that the Supplier identifies as trade secret, affirmatively declaring that such information is trade secret. Along with the affidavit, the Supplier shall provide a justification regarding how and why each redaction request constitutes a trade secret pursuant to Georgia Law. Designation of a "trade secret" shall not be binding on the State, but the State will review and consider the designation. If the Supplier does not include an affidavit with its bid/proposal submission, the State is authorized to produce the vendor's bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. Wholesale designation of a response or substantial parts of a response as "trade secrets" will not be accepted by the State. In general, the State does not consider pricing information to be trade secret. *See State Rd. & Tollway Auth. V. Elec. Transaction Consultants Corp. 306 Ga. App. 487; 702 S.E. 2d 486 (2010).*

2.1.13. Registered Lobbyists

By submitting a response to this eRFP, the supplier hereby certifies that the supplier and its lobbyists are in compliance with the Lobbyist Registration Requirements in accordance with the *Georgia Procurement Manual*.

2.1.14. Supplier Debriefing Process

For all solicitations issued on or after November 1, 2020, that result in a contract award of \$250,000 or more, unsuccessful suppliers may request a supplier debriefing from the State Entity in accordance with the *Georgia Procurement Manual*, Section 6.6. The purpose of a supplier debriefing is to share information about the evaluation and award process. Unsuccessful suppliers can benefit from supplier debriefings by enhancing their understanding of the procurement process and gaining insights to

improve the competitiveness of their responses to future solicitations. The supplier debriefing is not an adversarial proceeding and may not be used to challenge the State entity's selection. For more information, including the process and deadline for requesting a supplier debriefing, please review the *Georgia Procurement Manual*, Section 6.6.

2.2. Submittal Instructions

Submittal Instructions for Team Georgia Marketplace™

Listed below are key action items related to this eRFP. The Schedule of Events in Section 1.5 identifies the dates and time for these key action items. This portion of the eRFP provides high-level instructions regarding the process for reviewing the eRFP, preparing a response to the eRFP and submitting a response to the eRFP. Suppliers are required to access, print and utilize the training materials identified in Section 2.2.1 of this eRFP to ensure the supplier successfully submit a response to this eRFP.

2.2.1. eRFP Released

The release of the eRFP is formally communicated through the posting of this eRFP as an event in Team Georgia Marketplace™ and by a public announcement posted to the Georgia Procurement Registry, which is accessible online as follows: http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp

This eRFP is being conducted through Team Georgia Marketplace™, an online, electronic tool, which allows a supplier to register, logon, select answers and type text in response to questions, and upload any necessary documents. Team Georgia Marketplace™ permits a supplier to build and save a response over time until the supplier is ready to submit the completed response. Each supplier interested in competing to win a Contract award must complete and submit a response to this eRFP using Team Georgia Marketplace™. Therefore, each supplier MUST carefully review the instructions and training information from the following link for a comprehensive overview of the functionality of Team Georgia Marketplace™: <http://doas.ga.gov/state-purchasing/purchasing-education-and-training/supplier-training>

2.2.2. eRFP Review

The eRFP (or "Sourcing Event") consists of the following: this document, entitled "The State Entity eRFP Document", and any and all information included in the Sourcing Event, as posted online on Team Georgia Marketplace™, including any and all documents provided by the State Entity as attachments to the Sourcing Event or links contained within the Sourcing Event or its attached documents.

Please carefully review all information contained in the Event, including all documents available as attachments or available through links. Any difficulty accessing the Event or opening provided links or documents should be reported immediately to the Issuing Officer (See Section 1.6) and/or the Help Desk (Section 2.2.8). Attached documents may be found as follows:

1. First, the State Entity will provide documents at the "header" level of the Event. Please select "View/Add General Comments & Attachments", which appears at the top of the screen of the Event under the "Event Details" Section. Next, by selecting "View Event Attachments", the supplier may open and save all of the available documents. In this location, the supplier is most likely to find this document (The State Entity eRFP Document) as well as the worksheets referenced in Section 4 "eRFP Proposal Factors", such as the Mandatory Response Worksheet, the Mandatory Scored Requirements, and the Additional Scored Responses. Please thoroughly review all provided attachments.

2. Second, the State Entity may also provide documents at the “line detail” level of the Event. Please navigate to “Step 2: Enter Line Bid Responses”, which appears towards the bottom of the screen of the Event. Please access any provided documents as follows:
 - a. First Method:
 - i. To the right of each line appearing under Step 2, the Event contains a “Bid” link. By selecting the “Bid” link, the supplier will navigate to a new page of the Event.
 - ii. On this new page, the supplier can select “View/Add Question Comments and Attachments” to locate attached documents.
 - b. Second Method:
 - i. To the right of each line appearing under Step 2, the Event contains a “Line Comments/Files” icon (appears as a bubble with text). By selecting the “Line Comments/Files” icon, the supplier will navigate to a new page of the Event.
 - ii. On this new page, the supplier can locate attached documents.

Please thoroughly review all provided attachments.

2.2.3. Preparing a Response

As noted earlier, Team Georgia Marketplace™ allows the supplier to answer questions by entering text and numeric responses. In addition, as noted in Section 2.2.4 “Uploading Forms”, the supplier may also provide information by uploading electronic files. When preparing a response, the supplier must consider the following instructions:

1. Use the provided worksheets to prepare your response. Enter your responses directly into the worksheet. Unless otherwise directed, do not insert “see attached file” (or similar statements) in the worksheet to reference separate documents.
2. Answer each question in sufficient detail for evaluation while using judgment with regards to the length of response.
3. Proofread your response and make sure it is accurate and readily understandable.
4. Label any and all uploaded files using the corresponding section numbers of the eRFP or any other logical name so that the State Entity can easily organize and navigate the supplier’s response.
5. Use caution in creating electronic files to be uploaded. If the State Entity is unable to open an electronic file due to a virus or because the file has become corrupted, the supplier’s response may be considered incomplete and disqualified from further consideration.
6. Use commonly accepted software programs to create electronic files. The State Entity has the capability of viewing documents submitted in the following format: Microsoft Word or WordPad, Microsoft Excel, portable document format file (PDF), and plain text files with the file extension noted in parentheses (.txt). Unless the eRFP specifically requests the use of another type of software or file format than those listed above, please contact the Issuing Officer prior to utilizing another type of software and/or file format. In the event the State Entity is unable to open an electronic file because the State Entity does not have ready access to the software utilized by

the supplier, the supplier's response may be considered incomplete and disqualified from further consideration.

7. Continue to save your response until the response is ready to be submitted. Select the "Save for Later" button at the top of the page under "Event Details" of the Event.
8. Team Georgia Marketplace™ supports file attachments up to 50 megabytes each. It is important to follow the naming convention provided without adding dashes or special characters. Each file name cannot exceed **50 characters**. Compressed file formats, preferably using WinZip, may be uploaded that include several attachments, as long as the compressed file meets the 50-megabyte limitation. Technical Issues with uploading attachments should be reported to the DOAS Help Desk at 404-657-6000.

2.2.4. Uploading Forms

Once the supplier is ready to upload electronic files (completed forms or worksheets, product sheets, etc.), please following the directions within the eRFP to upload these documents in the proper location. There are three places to upload completed documents:

1. First, the "View/Add General Comments & Attachments" link contains a place for the supplier to upload all of the documents and worksheets which were provided by the State Entity under the "View Event Attachments" link. Once the supplier has completed the Event Attachments, the supplier can then select "Add New Attachments" to upload the completed documents. The supplier can upload as many documents as necessary in this section of the Event.
2. Second, the supplier can also upload documents in response to each question or bid factor which appears on the main page of the Event, which appears below the "View/Add General Comments & Attachments" link of the Event. To the right of each question or bid factor, the supplier can select the "Add Comments or Attachments" link to either enter a written response or upload an electronic document in response to the question or bid factor. After selecting "Add Comments or Attachments", the supplier should select "Upload" under the "Add New Attachments" section to browse and upload an electronic file.
3. Third, the supplier can also upload documents in the bottom portion of the Event where pricing is requested. After selecting the comment bubble icon, the Event allows the supplier to select "Upload" in order to include an attachment as part of the supplier's response. In the alternative, the supplier can also select the link "Bid", which also appears to the right of any line items provided in the "Enter Line Bid Responses" portion of the Event. After selecting the "Bid" link, the supplier can select "View/Add Question Comments and Attachments" to upload a document.

2.2.5. Reviewing the Response Prior to Submission

Each supplier is responsible for ensuring all questions have been answered appropriately and that all necessary documents have been uploaded. Prior to final submission of your response, please review the following checklist:

1. Please review and confirm that the supplier has answered all questions appropriately. Many questions require a "yes" or "no" response. Please ensure that the correct response has been selected.
2. Please review and confirm that the most competitive response has been provided.
3. Please confirm that all necessary files have been uploaded.

4. Please select the "Validate Entries" button under "Event Details" at the top portion of the Event. While the "Validate Entries" feature cannot verify whether the supplier has attached files, attached the correct files, or entered the correct responses, the "Validate Entries" feature will alert the supplier if one or more questions in the "Event Questions" section of the Event have not been answered. The "Validate Entries" feature is a useful tool; however, it is no substitute for careful preparation and review by the supplier. The State Entity will not consider the supplier's use of the "Validate Entries" feature as an excuse for an error committed by the supplier in the preparation of its response.

2.2.6. Submitting the Completed Response/Bid

Once the completed response has been reviewed by the supplier, click the "Submit Bid" button at the top of the page under the "Event Details" section of the Event. Any information entered by a supplier into Team Georgia Marketplace™ but not submitted prior to the submission deadline will not be released to the State Entity and will not be considered for award. Only after the supplier selects the "Submit Bid" button, will the response to the eRFP be sent electronically, time stamping the supplier's response and sending a confirmation email to the email address of the supplier. Please note that submission is not instantaneous; therefore, each supplier must **allow ample time for its response to be submitted prior to the deadline.**

2.2.7. Reviewing, Revising or Canceling a Submitted Response

After the response has been submitted, the supplier may view and/or revise its response by logging into Team Georgia Marketplace™ and selecting the eRFP event number and the "View/Edit" feature for the supplier's previous response. Please take note of the following:

1. REVIEW ONLY. In the event the supplier only wishes to view a submitted response, the supplier may select "View/Edit". Once the supplier has finished viewing the response, the supplier may simply exit the screen. DO NOT SELECT "Save for Later." Team Georgia Marketplace™ recognizes any response placed in the "Save for Later" status as a work in progress and withdraws the originally submitted bid. As a result, unless the supplier selects "Submit" prior to the closing date and time, no response will be transmitted to the State Entity.
2. REVIEW AND REVISE. In the event the supplier desires to revise a previously submitted response, the supplier may select "View/Edit" and then revise the response. If the revisions cannot be completed in a single work session, the supplier should save its progress by selecting "Save for Later." Once revisions are complete, the supplier **MUST** select "Submit" to submit its corrected response. Please permit adequate time to revise and then resubmit the response. Please note submission is not instantaneous and may be affected by several events, such as the supplier temporarily losing a connection to the Internet.

AS EACH SUPPLIER IS SOLELY RESPONSIBLE FOR RESUBMITTING ITS RESPONSE PRIOR TO THE eRFP END DATE AND TIME TO ENSURE THE RESPONSE MAY BE CONSIDERED BY THE STATE ENTITY, PLEASE USE CAUTION IN DECIDING WHETHER OR NOT TO MAKE REVISIONS. The State will assume no responsibility for a supplier's inability to correct errors or otherwise make revisions to the submitted response or the supplier's inability to resubmit a response prior to the eRFP end date and time.

3. WITHDRAW/CANCEL. In the event the supplier desires to revise a previously submitted response, the supplier may select "View/Edit" and then select "Save for Later". Team Georgia Marketplace™ recognizes any response placed in the "Save for Later" status as a work in progress and **withdraws the originally submitted bid.** As a result, unless the supplier selects

“Submit” prior to the closing date and time, no response will be transmitted to the State Entity. In the event a supplier desires to withdraw its response after the closing date and time, the supplier must submit a request in writing to the Issuing Officer.

2.2.8. Help Desk Support

For technical questions related to the use of Team Georgia Marketplace™, suppliers have access to phone support through the DOAS Customer Service Help Desk at 404-657-6000, Monday through Friday 8:00 AM to 5:00 PM excluding State Holidays or any other day State offices are closed such as furlough days or closings in response to inclement weather. Suppliers can also email questions to: ProcurementHelp@doas.ga.gov.

3. General Business Requirements

This section contains general business requirements. By submitting a response, the supplier is certifying its agreement to comply with all of the identified requirements of this section and that all costs for complying with these general business requirements are included in the supplier’s submitted pricing.

3.1. Standard Insurance Requirements

If awarded a Contract, the supplier shall procure and maintain insurance which shall protect the supplier and the State of Georgia (as an additional insured) from any claims for bodily injury, property damage, or personal injury covered by the indemnification obligations set forth in the Contract attached to this solicitation throughout the duration of the Contract. The supplier shall procure and maintain the insurance policies described below at the supplier’s own expense and shall furnish the State Entity an insurance certificate listing the State of Georgia as certificate holder and as an additional insured. The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the supplier includes contractual liability coverage applicable to the Contract. In addition, the insurance certificate must provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in Georgia); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements); and an acknowledgment of notice of cancellation to the State Entity.

The supplier is required to maintain the following insurance coverage’s during the term of the Contract:

1. Workers Compensation Insurance (Occurrence) in the amounts of the statutory limits established by the General Assembly of the State of Georgia (A self-insurer must submit a certificate from the Georgia Board of Workers Compensation stating that the supplier qualifies to pay its own workers compensation claims.) In addition, the supplier shall require all Subcontractors occupying the premises or performing work under the Contract to obtain an insurance certificate showing proof of Workers Compensation Coverage with the following minimum coverage:

Bodily injury by accident - per employee	\$100,000;
Bodily injury by disease - per employee	\$100,000;
Bodily injury by disease – policy limit	\$500,000.

2. Commercial General Liability Policy with the following minimum coverage:

Each Occurrence Limit	\$1,000,000
Personal & Advertising Injury Limit	\$1,000,000
General Aggregate Limit	\$5,000,000

3. Automobile Liability Combined Single Limit \$1,000,000

4.	Professional Liability Insurance	\$1,000,000
5.	Cyber Security Insurance	\$1,000,000 per occurrence/\$3,000,000 general aggregate

The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed or allowed to lapse for any reason until at least thirty (30) days prior written notice has been given to the State Entity. Certificates of Insurance showing such coverage to be in force shall be filed with the State Entity prior to commencement of any work under the Contract. The foregoing policies shall be obtained from insurance companies licensed to do business in Georgia and shall be with companies acceptable to the State Entity, which must have a minimum A.M. Best rating of A-. All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

Within ten (10) business days of award, the awarded supplier must procure the required insurance and provide the State Entity with two (2) Certificates of Insurance. Certificates must reference the Contract number. Supplier acknowledges it is solely responsible for the cost of the required insurance. No contract performance shall occur unless and until the required insurance certificates are provided.

3.2. Letter of Credit

The awarded supplier(s) shall be required to furnish an irrevocable letter of credit to the State Entity for the faithful performance on the Contract in an amount equal to fifty percent (50%) of the average of the incurred Capitation Payments calculated by the Department for the Contractor for the months of January, February, and March. The letter of credit shall be issued by a FDIC insured financial institution authorized to do business with the State of Georgia and shall list Georgia Department of Community Health (DCH) as the beneficiary. The letter of credit must be submitted to the State Entity within five (5) Business Days of the Contract Effective Date, or a later date as determined by DCH. **Please refer to eRFP Attachments F and G: State Contract (Irrevocable Letter of Credit) for details surrounding the requirements of the letter of credit.**

3.3. Proposal Certification

By responding to this solicitation, the supplier understands and agrees to the following:

1. That this electronically submitted proposal constitutes an offer, which when accepted in writing by the State Entity, and subject to the terms and conditions of such acceptance, will constitute a valid and binding Contract between the supplier and the State Entity; and
2. That the supplier guarantees and certifies that all items included in the supplier's response meet or exceed any and all of the solicitation's identified specifications and requirements except as expressly stated otherwise in the supplier's response; and
3. That the supplier's response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or Fraud. Supplier understands and agrees that collusive bidding is a violation of State and federal law and can result in fines, prison sentences, and civil damage awards; and
4. That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

4. eRFP Proposal (Bid) Factors

This section contains the detailed technical requirements and related services for this Sourcing Event. Suppliers are required to download, complete and then upload the documents titled, **Attachment C - "Mandatory Response Worksheet"**, **Attachment D - "Mandatory Scored Response Document" Georgia Families** and **Attachment E - Mandatory Scored Response Document" Georgia Families 360^o** found as attachments in the Sourcing Event.

Except as otherwise indicated, all requested forms and documents must be submitted electronically via the sourcing tool as an uploaded document to the supplier's response. These worksheets together with any and all other documents submitted in response to Section 4 of this eRFP will be considered the supplier's technical proposal.

The State Entity has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The State Entity will not tailor these needs to fit particular solutions suppliers may have available; rather, the suppliers shall propose to meet the State Entity's needs as defined in this eRFP. All claims shall be subject to demonstration. Suppliers are cautioned that conditional proposals, based upon assumptions, may be deemed non-responsive.

4.1. Technical Proposal Introduction

All of the items described in this section are service levels and/or terms and conditions that the State Entity expects to be satisfied by the selected supplier. Each supplier must indicate its willingness and ability to satisfy these requirements in the appropriate worksheets.

4.2. Supplier General Information

Each supplier must complete all of the requested information in the electronic purchasing system entitled Bid Factor for inclusion with their bid response.

4.3. Mandatory Requirements

As specified with each requirement listed in the **Mandatory Response Document**, the supplier must indicate whether its proposal meets the individual requirements by marking either a "YES" or "NO" in the response block provided. A Pass/Fail evaluation will be utilized for all mandatory requirements. Ordinarily, to be considered responsive, responsible and eligible for award, all questions identified as mandatory must be marked "YES" to pass. There may be rare instances in which a response of "NO" is the correct and logical response in order to meet the mandatory requirement (e.g., responding "NO" that the supplier does not possess any conflicts of interest). Otherwise, any mandatory questions marked "NO" will fail the technical requirements and will result in disqualification of the proposal.

4.4. Mandatory Scored Response

As specified with each requirement listed in the **Mandatory Scored Response Document** for each category, the supplier must indicate whether it will meet the individual requirement (if any) and provide a supporting narrative in the space provided. To be considered responsive, responsible and eligible for award, any and all requirements identified in the Mandatory Scored Response Worksheet must be met. There may be rare instances in which an item within the Mandatory Scored Response Worksheet does not create an individual requirement which must be met, but, instead, merely requires a response. All requirements labeled "Mandatory Scored" must be met by the supplier. Failure to meet any mandatory scored requirements may result in disqualification of the proposals. The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6 "Proposal Evaluation, Negotiations and Award" of this eRFP.

4.5. Additional Scored Responses

Not Applicable for this eRFP.

4.6. Additional Information

As noted in Section 2.2.2 “eRFP Review”, please access and review all of the attachments provided by the State Entity within the Event. If supplemental materials are requested by the State Entity to be submitted by the supplier as part of the technical proposal, the supplier should upload these additional materials as noted in Section 2.2.4 “Uploading Forms”.

5. Capitation Rate Methodology

5.1. General Description of Capitation Rate Methodology

Supplier must agree to provide all services and fulfill all requirements of this eRFP in exchange for the Capitation Rates as determined under the terms of the Contract. Based on the Supplier’s own experience and projections, the Supplier must determine its expected costs under the Contract, evaluate the Capitation Rate methodology (“Capitation Rate Methodology”) and related information presented within this eRFP, and assess whether the rates determined using the described Capitation Rate Methodology will be adequate.

The Supplier must agree to accept the Capitation Rates as determined by DCH using the described Capitation Rate Methodology as a mandatory condition for selection under this eRFP.

The rate period of the Contract for the CMOs approved through this eRFP process will be each State fiscal year of the contract. The rate setting process for each contract period is expected to be completed on or around June to ensure that the best and most recent program information and data is reflected in the rate development.

Under 42 CFR §438.4(b) 2, CMS requires that actuarially sound rates meet several criteria for approval, including the following:

- Have been developed in accordance with generally accepted actuarial principles and practices.
- Are appropriate for the populations to be covered and the services to be furnished under the contract.
- Have been certified by actuaries who meet qualification standards established by the American Academy of Actuaries and the Actuarial Standards Board.

DCH will work collaboratively with the State’s actuary to develop capitation rates that are actuarially sound for each rate cell under Georgia Families, Georgia Families 360°, Planning for Healthy Babies, Pathways to Coverage, and any new managed care programs implemented prior to or during the contract period.

5.2. Overview of Georgia Families Capitation Rate Methodology

Capitation Rates for the Georgia Families program are determined on an annual basis, on a July 1st to June 30th fiscal period. Capitation Rates vary based on Service Region, Aid Category, and Rate Cell (including age and gender separations). The historical rate cell structure is listed in the table below. DCH is considering consolidating rate cells and reserves the right to adjust the rate cell structure prior to or during the contract period.

Aid Category	Rate Cell
Low Income Medicaid/ Transitional Medicaid/ Refugees	0 – 2 Months, Male and Female
	3 – 11 Month, Male and Female
	1 – 5 Years, Male and Female
	6 – 13 Years, Male and Female
	14 – 20 Years, Female
	14 – 20 Years, Male

	21 – 44 Years, Female
	21 – 44 Years, Male
	45+ Years, Female
	45+ Years, Male
PeachCare for Kids	0 – 2 Months, Male and Female
	3 – 11 Month, Male and Female
	1 – 5 Years, Male and Female
	6 – 13 Years, Male and Female
	14 – 20 Years, Female
	14 – 20 Years, Male
Breast and Cervical Cancer	BCC
Delivery Kick	Delivery Kick

Region
Atlanta
Central
East
North
Southeast
Southwest

Note that delivery kick payments are made as a case rate paid on a per-delivery basis for Managed Care enrollees.

The State provided Capitation Rate Development Certification letters and Capitation Rate Development Certification exhibits on the Suppliers' Resource Library.

Data provided by the state for Capitation Rate development was based on persons covered and claims paid during the period January 2021 through December 2021, paid through October 2022. CY2021 base data was based on validated CMO claims and enrollment. The base period data used for rate development included adjustments for credibility, completion, program changes, COVID-19, value-add exclusions, and trend with a managed care impact projection divided by Member months of Enrollment in the Georgia Families program. In addition to the cost of health care services, the rates include an administrative cost allowance and a provision for necessary taxes.

All rate cells of the Georgia Families rates are subject to risk adjustment except for the <1 year old rate cells, the BCC rate cell, and the delivery kick payment. CMOs receive risk adjusted rates based on their enrollees' relative risk scores. The Chronic Illness and Disability Payment System + Rx (CDPS+Rx) risk model, developed and maintained by the University of California, San Diego, is currently used for the development of risk adjusted rates.

For the Georgia Families program, a minimum MLR is included to mitigate continued financial uncertainty due to the PHE and to prepare for compliance with Georgia HB 1013 which requires a minimum MLR starting July 1, 2023 (FY2024) of 85% or higher. For SFY2024, the minimum MLR is 86%. The final amount to be reimbursed to the state will be calculated such that 100% of the risk share falls to the state when the MLR is 86% or higher, and 100% of the risk share falls to the CMO when the MLR is less than 86% .

The state currently has five 438.6(c) preprints for Directed Payments applicable for Georgia Families – a Physician Directed Payment Program (DPP), a State Government and Non-State Government Hospital DPP (Gov't DPP), a Private Hospital DPP, an AIDE DPP, and STRONG DPP. All programs utilize uniform percentage increases and are paid under separate payment terms from the base capitation rates.

5.3. Overview of Georgia Families 360° Capitation Rate Methodology

Capitation Rates for the Georgia Families 360° program are determined on an annual basis, on a July 1st to June 30th fiscal period. Capitation Rates are paid on a statewide basis for the Georgia Families 360° Foster Care & Department of Juvenile Justice Youth eligibility group while separate Capitation Rates are paid by geographic region for Adoption Assistance eligibility groups. The historical rate cell structure is listed in the table below. DCH is considering consolidating rate cells and reserves the right to adjust the rate cell structure prior to or during the contract period.

Region	
Atlanta	
Central	
East	
North	
Southeast	
Southwest	
Rate Cell	Rate Regions
FC/DJJ Youth	Statewide
Adoption Assistance Age 0-5	By Region
Adoption Assistance Age 6-10	By Region
Adoption Assistance Age 11-17	By Region
Adoption Assistance Age 18+	By Region

The State provided Capitation Rate Development Certification letters and Capitation Rate Development Certification exhibits the Suppliers' Resource Library.

Data provided by the state for Capitation Rate development was based on persons covered and claims paid during the period January 2021 through December 2021, paid through October 2022. CY2021 base data was based on validated CMO claims and enrollment. The base period data used for rate development included adjustments for credibility, completion, program changes, COVID-19, value-add exclusions, Value-Based Purchasing (VBP) withholds, and trend with a managed care impact projection divided by Member months of Enrollment in the Georgia Families 360° program.

Separate blended Capitation Rates are established for Foster Care and Juvenile Justice Members on a statewide basis, and Capitation Rates for Adoption Assistance Members were established by Service Region and age group. In addition to the cost of health care services, the rates include an administrative cost allowance, a risk margin, and a provision for necessary taxes.

For the GF 360° program, a minimum MLR is included to mitigate continued financial uncertainty due to the PHE and to prepare for compliance with Georgia HB 1013 which requires a minimum MLR starting July 1, 2023 (FY2024) of 85% or higher. For SFY2024, the minimum MLR is 86%. The final amount to be reimbursed to the state will be calculated such that 100% of the risk share falls to the state when the MLR is 86% or higher, and 100% of the risk share falls to the CMO when the MLR is less than 86%.

The GF 360° program has a Value-Based Purchasing (VBP) withhold which aims to increase quality performance on select measures and target areas in need of additional improvements. The State withholds 5% of the capitation payment which can be earned back based on quality performance. In accordance with 42 C.F.R. § 438.6(b)(3), the State's actuary certifies the capitation payment(s) minus any portion of the withhold that is not reasonably achievable is actuarially sound.

The state currently has five 438.6(c) preprints for Directed Payments applicable for Georgia Families – a Physician Directed Payment Program (DPP), a State Government and Non-State Government Hospital DPP (Gov't DPP), a Private Hospital DPP, an AIDE DPP, and STRONG DPP. All programs utilize uniform percentage increases and are paid under separate payment term.

5.4. Overview of Planning for Healthy Babies (P4HB) Capitation Rate Methodology

The P4HB Program expands the provision of Family Planning Services to uninsured women, ages 18 through 44. The Georgia P4HB section 1115(a) Medicaid Demonstration expands the provision of family planning (FP) and FP-related services to uninsured women, ages 18 through 44, who have family income at or below 211 percent of the Federal Poverty Level (FPL), and who are not otherwise eligible for Medicaid or the Children's Health Insurance Program (CHIP) or women who are losing Medicaid coverage at the conclusion of the postpartum coverage period. For the P4HB Program, the Capitation Rate ranges reflect all P4HB services provided to P4HB participants. The Per Member Per Month (PMPM) rate structure is split for those eligible for Family Planning Services, those eligible for Interpregnancy Care Services (IPC) and those eligible for Resource Mother only services. The P4HB Capitation Rates also include an administrative cost allowance.

The State provided FY2019 – FY2024 Capitation Rate Development Certification letters and FY2024 Capitation Rate Development Certification exhibits in Excel.

Data provided by the state for Capitation Rate development was based on persons covered and claims paid during the period January 2021 through December 2021, paid through October 2022. CY2021 base data was based on validated CMO claims and enrollment. The base period data used for rate development included adjustments for credibility, completion, program changes, COVID-19, value-add exclusions, and trend with a managed care impact projection divided by Member months of Enrollment in the Georgia Families program.

5.5. Georgia Pathways to Coverage Program

Pathways provides Medicaid coverage to low-income adults ages 19 through 64, with incomes up to 95% of the FPL (effectively 100% with the 5% income disregard), who are otherwise not eligible for Medicaid coverage. As a condition of eligibility, applicants and beneficiaries must complete a minimum of 80 hours of qualifying activities, unless they require a reasonable accommodation due to a disability or, for beneficiaries already enrolled, experience a circumstance that gives rise to good cause for non-compliance. Applicants and beneficiaries may satisfy these eligibility requirements through a variety of qualifying activities described in the Special Terms and Conditions (STCs), including: full or part time employment, on-the-job training, specified job readiness activities, certain community service activities, specified vocational educational training, and enrollment in an institution of higher education. If an applicant is not in compliance with the qualifying hours and activities requirement at application, or is not eligible for a reasonable accommodation, and is not eligible for Medicaid under another eligibility category, the application will be denied, and the individual may reapply at any time.

This program was implemented in FY2024 and leverages the LIM population as a proxy population.

LIM/TM/REF Rate Cell	Pathways Rate Cell
14-20 Years, Female	19-20 Years, Female
14-20 Years, Male	19-20 Years, Male
21-44 Years, Female	21-44 Years, Female
21-44 Years, Male	21-44 Years, Male
45+ Years, Female	45-64 Years, Female
45+ Years, Male	45-64 Years, Male

Data provided by the state for Capitation Rate development was based on persons covered in the proxy population and claims paid during the period January 2021 through December 2021, paid through October

2022. CY2021 base data was based on validated CMO claims and enrollment. The base period data used for rate development included adjustments for credibility, completion, program changes, COVID-19, value-add exclusions, and trend with a managed care impact projection divided by Member months of estimated enrollment in the Pathways population.

For the Pathways program, a minimum MLR is included to mitigate continued financial uncertainty due to the PHE and to prepare for compliance with Georgia HB 1013 which requires a minimum MLR starting July 1, 2023 (FY2024) of 85% or higher. For SFY2024, the minimum MLR is 86%. The final amount to be reimbursed to the state will be calculated such that 100% of the risk share falls to the state when the MLR is 86% or higher, and 100% of the risk share falls to the CMO when the MLR is less than 86%.

5.6. Future Capitation Rate Methodology

DCH reserves the right to make changes to the capitation rate methodology prior to or during the contract period and will provide adequate notice to the CMOs of any changes. Some potential updates to the capitation rate methodology are listed below.

DCH is exploring changes to the rate cell structure which may include consolidations of existing rate cells.

DCH intends to implement a Value-Based Purchasing (VBP) model similar to the current Georgia Families 360° for the Georgia Families program. When implemented, Georgia Families Capitation Rates would be revised so that the Georgia Families Capitation Rates are actuarially sound given the VBP Withhold. Therefore, the Georgia Families Capitation Rates will be actuarially sound even if the Supplier does not achieve the VBP performance criteria. In addition, DCH intends to implement a performance rebate program. For additional information on the performance rebate program, please refer to the Attachment F: GF Model Contract.

DCH intends to make the following changes to the long-term care program:

- Implement Program of All-Inclusive Care for Elderly (PACE); PACE eligible members are primarily in the fee-for-service population currently.
- Carve-in the Age, Blind, and Disabled (ABD) SSI non-dual non-HCBS population into Managed Care.
- Carve-ins of additional ABD categories of aid are expected in future years.

For additional information related to the SSI non-dual non-HCBS population, a separate data book and supporting narrative are included in the Suppliers' Resource Library.

Other changes may be reflected based on future programmatic changes. The totality of such potential changes cannot be contemplated or enumerated at this time. However, such future changes could include: future Provider fee and rate changes, changes in the eligible population or services covered, and other marketplace or State/Federal policy changes. For such changes, DCH will have its independent actuary review the proposed change and determine whether the change would materially impact the actuarial soundness of the Capitation Rates. If the actuary determines that the change would materially impact the actuarial soundness of one or more of the Capitation Rates, the actuary will determine the appropriate adjustment to the impacted rate(s). All Capitation Rates for the first year Contract under this eRFP will be developed collaboratively by DCH, and the state's actuary based on historical Medicaid managed care experience.

The following list of adjustments may be considered in the rate development process:

1. Provider fee and rate changes
2. Changes in eligible population
3. Changes in covered services
4. State or Federal policy changes

5. Provider capacity or utilization changes
6. Emergence of high-cost drugs, treatments, and therapies
7. Ongoing impacts of the COVID-19 public health emergency
8. Changes to the directed payment programs

This list is not considered comprehensive, and additional adjustments may be considered in the rate development process.

The totality of such potential changes cannot be contemplated or enumerated at this time. For such changes, DCH will have its independent actuary review the proposed change and determine whether the change would materially impact the actuarial soundness of the Capitation Rates. If the actuary determines that the change would materially impact the actuarial soundness of one or more of the Capitation Rates, the actuary will determine the appropriate adjustment to the impacted rate(s).

5.7. Partial Month Capitation Rate Methodology

DCH will compensate the selected Supplier on a Per Member Per Month basis for each Member enrolled in the selected Supplier's plan as detailed in Attachment F and Attachment G, if applicable, of this eRFP which is incorporated by this reference as if fully written herein. For the first partial month of a Member's enrollment in the selected Supplier's plan, DCH will prorate the Member's Capitation Payment on a per Calendar Day basis for the remainder of the calendar month. The Capitation Payment will be prorated on a per Calendar Day basis for any partial month of a Member's enrollment in the CMO. The number of enrolled Members will be determined by the records maintained in the Medicaid Member Information System (MMIS) maintained by DCH's Fiscal Agent Contractor. The Capitation Payment will be multiplied by the number of enrolled Members. The selected Supplier must provide to DCH, and keep current, its tax identification number, billing address, and other contact information. Pursuant to the terms of this Contract, should DCH assess liquidated damages or other remedies or actions for noncompliance or deficiency with the terms of this Contract, and notwithstanding any other withheld amounts allowed under this Contract, such amount shall be withheld from the prepaid, monthly compensation for the following month, and for continuous consecutive months thereafter until such noncompliance or deficiency is corrected.

Rate Setting Key Dates

Timeline is subject to change pending internal reviews and/or discussions with DCH.

Base Data Review/Rate Kick-off Meeting – January

Draft Rates (rates excluding changes from legislative session) – April/May

Final Rates – June

Rates Effective – July 1st

6. Proposal Evaluation, Negotiations and Award

All timely proposals will be evaluated in accordance with the following steps. The objective of the evaluation process is to identify the proposal which represents the best value to the State Entity based on technical factors. Based on the results of the initial evaluation, the State Entity may or may not elect to negotiate technical factors as further described in the eRFP. In the event negotiations of the technical factors occur, the revised proposals will be reevaluated in accordance with the provisions of Section 6.3 "Scoring Criteria" of this eRFP. Once the evaluation process has been completed (and any negotiations the State Entity desires to conduct have occurred), the apparent successful supplier(s) will be required to enter into discussions with the State Entity to resolve any exceptions to the

State Entity's Contract. The State Entity will announce the results of the eRFP as described further in Section 6.8 "Public Award Announcement" of this eRFP.

6.1. Administrative/Preliminary Review

First, the proposals will be reviewed by the Issuing Officer to determine the proposal's compliance with the following requirements:

1. Proposal was submitted by deadline and in accordance with Sections 1.5 and 2.
2. Proposal is complete and contains all required documents.

6.2. Evaluating Proposal Factors (Section 4)

If the supplier's proposal passes the Administrative/Preliminary Review, the supplier's responses to Section 4 "eRFP Proposal Factors" will be eligible for further evaluation as described below.

6.2.1. Review of Mandatory Questions (Attachment C)

The evaluation team will review each proposal in detail to determine its compliance with mandatory eRFP requirements. Responses to Attachment C Mandatory Response Worksheet will be evaluated on a pass/fail basis. If a proposal fails to meet a mandatory requirement, the State Entity will determine if the deviation is material. A material deviation will be cause for rejection of the proposal. An immaterial deviation will be processed as if no deviation had occurred. All proposals which meet the requirements of Attachment C Mandatory Response Worksheet will proceed to further evaluation as described in Section 6.2.2.

6.2.2. Review of Mandatory Scored Questions – Georgia Families (Attachment D)

For all suppliers meeting the mandatory requirements of Attachment D GF Mandatory Scored Response Document, the evaluation team will review such suppliers' responses to Attachment D GF Mandatory Scored Response Document – Georgia Families. Responses to Attachment D will be evaluated on a pass/fail basis. If a proposal fails to meet a mandatory requirement within Attachment D, the State Entity will determine if the deviation is material. A material deviation will be cause for rejection of the proposal. An immaterial deviation will be processed as if no deviation had occurred. All proposals which meet the requirements of Attachment D - GF Mandatory Scored Response Document – Georgia Families" are considered "Georgia Families Responsive Proposals" at this point in time and will be scored in accordance with the point allocation in Section 6.3 "Scoring Criteria" for the Georgia Families category.

Following clarifications (if any) and technical negotiations (if any, at the State's discretion),. Suppliers will be ranked within the Georgia Families category based solely on the technical points earned within that category.

6.2.3. Review of Mandatory Scored Questions – Georgia Families 360° (Attachment E)

Only Georgia Families Responsive Proposals will be considered eligible for contract award for the Georgia Families 360° category. For those suppliers bidding on Georgia Families 360°, the State Entity will preliminarily rank such suppliers based on each supplier's total technical score for Georgia Families and advance the top three (3) ranked suppliers to the evaluation team for review. Responses to Attachment E - GF360° Mandatory Scored Response Document – Georgia Families 360° will be

evaluated on a pass/fail basis. If a proposal fails to meet a mandatory requirement within Attachment E, the State Entity will determine if the deviation is material. A material deviation from Attachment E will be cause for rejection of the proposal for purposes of the Georgia Families 360° category only. An immaterial deviation will be processed as if no deviation had occurred. If one or more of the top three (3) highest scoring Georgia Families Proposals fails to meet the requirements of Attachment E Mandatory Scored Response Document – Georgia Families 360°, the State Entity may elect to select the next highest scoring Georgia Families Responsive Proposal(s) which bid on the Georgia Families 360° category (if any). All proposals which meet the requirements of Attachment E “Mandatory Scored” Questions are considered “Georgia Families 360° Responsive Proposals” at this point in time and will be scored in accordance with the point allocation in Section 6.3 “Scoring Criteria” for the Georgia Families 360° category.

Following clarifications (if any) and technical negotiations (if any), Suppliers will be ranked within the Georgia Families 360° category based solely on the technical points earned within that category.

6.3. Scoring Criteria

The evaluation is comprised of the following two separate categories, Georgia Families and Georgia Families 360° as depicted below:

Category	Criteria	Technical Points
Georgia Families	1. "Mandatory" Requirements (Attachment C)	Pass/Fail
	2. "Mandatory Scored" Responses (Attachment D)	1,000 points
Georgia Families 360°	1. Top Ranked Georgia Families Responsive Proposals as further described in Section 6.2	N/A
	2. "Mandatory Scored" Responses (Attachment E)	1,000 points

Contract award(s) will be made on a per category basis as further described in Section 6.6. Selection and Award. Suppliers’ ranking within a category will be based solely on the technical points earned within that category.

6.4. Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b)

For the purposes of evaluation only, suppliers resident in the State of Georgia will be granted the same preference over suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to suppliers resident therein over suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident supplier is a supplier who is domiciled in the State of Georgia.

6.5. Negotiations of Proposals

DOAS possesses discretionary authority to conduct one or more rounds of negotiations of technical proposal as permitted by Georgia law and DOAS’ established procurement policy. This section of the eRFP describes DOAS’ process for utilizing its discretionary negotiation authority as defined by O.C.G.A. Section 50-5-67(a)(6). No state entity is permitted to conduct negotiations of proposals without DOAS’ supervision unless DOAS has expressly authorized the state entity to conduct negotiations on its own. Although this section addresses DOAS’ right to negotiate in accordance with O.C.G.A. §50-5-67(a)(6), DOAS/State Entity reserves the right to conduct any other negotiations authorized by law.

The objective of negotiations is to obtain the supplier’s best terms. PLEASE NOTE: NEGOTIATIONS ARE DISCRETIONARY; THEREFORE, THE STATE ENTITY URGES THE SUPPLIER (1) TO SUBMIT ITS BEST

RESPONSE AND (2) NOT TO ASSUME THE SUPPLIER WILL BE GRANTED AN OPPORTUNITY TO NEGOTIATE.

6.5.1. Overview of Negotiations

After the evaluation team has scored the suppliers' proposals, the State Entity may elect to enter into one or more rounds of negotiations with all responsive and responsible suppliers or only those suppliers identified by the evaluation team as being in the competitive range for that category. The competitive range will not be selected arbitrarily, and those suppliers included in the competitive range must have highly scored proposals.

After each round of negotiations (if any) for that category, the supplier will submit revisions to its proposal factors, which revisions will be scored by the evaluation team in accordance with the same criteria used to evaluate the initial responses from the suppliers. Suppliers may be removed from further participation in the negotiation process in the event the evaluation team determines the supplier cannot be considered responsive and responsible or based on the competitive range as defined in Section 6.5.3 "Competitive Range."

The State Entity reserves the right to proceed to award without further discussions after receipt of the initial proposals, in which case, negotiations and Proposal Revisions will not be required.

6.5.2. Negotiation Instructions

Listed below are the key action items related to negotiations. The State's Negotiation Committee may consist of the State's evaluation team or may be comprised of different people. However, evaluation of proposals or revised proposals shall be completed only by the State's evaluation team for the applicable category.

- 1. Negotiation Invitation:** Those suppliers identified by the evaluation team to negotiate will be notified and invited to attend negotiations. Suppliers will be notified in writing: (i) the general purpose and scope of the negotiations; (ii) the anticipated schedule for the negotiations; and (iii) the procedures to be followed for negotiations.
- 2. Confirmation of Attendance:** Suppliers who have been invited to participate in negotiations must confirm attendance.
- 3. Negotiations Round(s):** One or more rounds of negotiations may be conducted with those suppliers identified by the State's evaluation team.

6.5.3. Competitive Range

If the State Entity elects to negotiate pursuant to Section 6.5, the State Entity may either (1) elect to negotiate with all responsive and responsible suppliers, (2) limit negotiations to those suppliers identified within the competitive range, or (3) limit negotiations to the number of suppliers with whom the State Entity may reasonably negotiate as defined below. In the event the State Entity elects to limit negotiations to those suppliers identified within the competitive range, the State Entity will identify the competitive range by (1) ranking suppliers' proposals from highest to lowest based on each supplier's technical score for the applicable category and (2) then looking for breaks in the scores such that natural groupings of similar scores may be identified. In the event the State Entity determines the number of responsive and responsible suppliers is so great that the State Entity cannot reasonably conduct negotiations (which determination shall be solely at the State Entity's discretion and shall be

conclusive), the State Entity may elect to limit negotiations to the top four (4) ranked suppliers as determined by the technical score for the applicable category.

6.5.4. Negotiation Round Completion

As part of each round of negotiation, the State Entity may or may not engage in verbal discussions with the suppliers. However, whether or not the State Entity engages in verbal discussions, any revisions the supplier elects to make to its response must be submitted in writing via email by the end date and time identified by the Issuing Officer. All revisions received by the due date and time will be evaluated and re-scored by the applicable evaluation team in accordance with the same criteria used to evaluate the initial responses from the suppliers. Revisions which are not received prior to the due date and time cannot be considered; however, any supplier failing to submit timely revisions will not be disqualified from consideration for award based on its final proposal as accepted by the State Entity.

6.6. Selection and Award

The State Entity will make contract award on a per category basis to the top-ranked supplier(s) as further described below. Suppliers' ranking within each category will be based solely on the technical points earned within that category.

6.6.1. Georgia Families Contract Awards

For the Georgia Families category, the State Entity desires to award up to four (4) top-ranked, responsive and responsible suppliers based on each supplier's Georgia Families technical score and with whom the State Entity is able to reach agreement as to contract terms; provided, however, one Georgia Families award will be reserved for the awarded Georgia Families 360° provider regardless of the ranking of the Georgia Families 360° provider within the Georgia Families category.

6.6.2. Georgia Families 360° Contract Award

For the Georgia Families 360° category, the State Entity desires to award to one (1) top-ranked, responsive and responsible supplier based on the supplier's Georgia Families 360° technical score and with whom the State Entity is able to reach agreement as to contract terms. The supplier selected for Georgia Families 360° award must also have been awarded a contract within the Georgia Families category.

6.7. Site Visits and Oral Presentations

The State Entity reserves the right to conduct site visits or to invite suppliers to present their proposal factors/technical solutions to the evaluation team. The State Entity reserves the right to invite the following suppliers to present their proposal factors/technical solutions to the evaluation team: (1) top four (4) highest scoring suppliers based on technical score for the applicable category, (2) the competitive range based on Section 6.5.3 or (3) all suppliers. Nothing in this section shall prohibit the Negotiation Team from discussing both proposal factors and cost information during the negotiation process defined by Section 6.5 "Negotiations of Proposals".

6.8. Public Award Announcement

The preliminary results of the evaluation will be announced through the public posting of a Notice of Intent to Award (in the event the value of the Contract(s) is estimated to be \$100,000 or more in the first year) to the Georgia Procurement Registry. The Notice of Intent to Award ("NOIA") is not notice of an actual Contract award; instead, the NOIA is notice of the State Entity's expected Contract award(s) pending resolution of the protest process. The NOIA (if any) will identify the apparent successful supplier(s), unsuccessful supplier(s), and the reasons why any unsuccessful suppliers were not selected for Contract award. NO SUPPLIER

SHOULD ASSUME PERSONAL NOTICE OF THE NOTICE OF INTENT TO AWARD (“NOIA”) WILL BE PROVIDED BY THE STATE ENTITY. INSTEAD, ALL SUPPLIERS SHOULD FREQUENTLY CHECK THE GEORGIA PROCUREMENT REGISTRY FOR NOTICE OF THE NOIA.

The Notice of Award (“NOA”) is the State Entity’s public notice of actual Contract award(s). The NOA will be publicly posted to the Georgia Procurement Registry.

7. Contract Terms and Conditions

The Contract that the State Entity expects to award as a result of this eRFP will be based upon the eRFP, the successful supplier’s final response as accepted by the State Entity and the Contract terms and conditions, which terms and conditions can be downloaded from the Sourcing Event. The “successful supplier’s final response as accepted by the State Entity” shall mean: the final technical proposal submitted by the awarded supplier and any subsequent revisions to the awarded supplier’s technical proposal and the Contract terms and conditions due to negotiations, written clarifications or changes made in accordance with the provisions of the eRFP, and any other terms deemed necessary by the State Entity, except that no objection or amendment by the supplier to the eRFP requirements or the Contract terms and conditions shall be incorporated by reference into the Contract unless the State Entity has explicitly accepted the supplier’s objection or amendment in writing.

Please review the State Entity’s Contract terms and conditions prior to submitting a response to this eRFP. Suppliers should plan on the Contract terms and conditions contained in this eRFP being included in any award as a result of this eRFP. Therefore, all costs associated with complying with these requirements will be the responsibility of the supplier. The contract terms and conditions may be supplemented or revised before contract execution and are provided to enable suppliers to better evaluate the costs associated with the eRFP and the potential resulting contract(s).

7.1. Contract as the Scope of Work

The model Contracts included for Georgia Families and Georgia Families 360° as attachments constitute the scope of work for this eRFP.

7.2. Exceptions to Contract

By submitting a proposal, each supplier acknowledges its acceptance of the eRFP specifications and the Contract terms and conditions without change except as otherwise expressly stated in the submitted proposal. If a supplier takes exception to a Contract provision, the supplier must state the reason for the exception and state the specific Contract language it proposes to include in place of the provision. Any exceptions to the contract must be uploaded and submitted as an attachment to the supplier’s response via redline and comments in Attachment F - Contract. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements specified in the eRFP. Proposed exceptions should be in compliance with Georgia law. For further information regarding contracting with entities subject to DOAS purview please see SPD-SP060 “Contracting with State Entities” provided as an attachment to this solicitation and located at <http://doas.ga.gov/state-purchasing/seven-stages-of-procurement/stage-3-solicitation-preparation#>.

In the event the supplier is selected for potential award, the supplier will be required to enter into discussions with the State Entity to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within the period of time identified in the schedule of events. Failure to resolve any contractual issues will lead to rejection of the supplier. The State Entity reserves the right to proceed to discussions with the next best ranked supplier.

The State Entity reserves the right to modify the Contract to be consistent with the apparent successful offer, and to negotiate other modifications with the apparent successful supplier. Exceptions that materially change the terms or the requirements of the eRFP may be deemed non-responsive by the State Entity, in its sole

discretion, and rejected. Contract exceptions which grant the supplier an impermissible competitive advantage, as determined by the State Entity, in its sole discretion, will be rejected. If there is any question whether a particular Contract exception would be permissible, the supplier is strongly encouraged to inquire via written question submitted to the Issuing Officer prior to the deadline for submitting written questions as defined by the Schedule of Events.

8. List of eRFP Attachments

The following documents make up this eRFP. Please see Section 2.2.2 “eRFP Review” for instructions about how to access the following documents. Any difficulty locating or accessing the following documents should be immediately reported to the Issuing Officer.

Attachment A – State Entity Electronic Request for Proposal

Attachment B – Definitions and Acronyms

***Attachment C – Mandatory Response Worksheet**

***Attachment D – GF Mandatory Scored Response Document**

***Attachment E – GF360° Mandatory Scored Response Document**

Attachment F – GF Contract

Attachment G – GF360° Addendum

Attachment H – DCH Liquidated Damages

***Attachment I – SPD-SP054 Immigration and Security Form**

***Attachment J – Georgia Families Supplier Reference Form**

***Attachment K – Georgia Families Material Subcontractor Reference Form**

***Attachment L – Georgia Families 360 ° Supplier Reference Form**

***Attachment M – Georgia Families 360 ° Material Reference Form**

Attachment N – SAMPLE Reference Form

**Attachment O – SPD-SPR004 Supplier Q and A Template

***Attachment P – SPD-SP045 Tax Compliance Form**

***Attachment Q – SPD-SPO44 Sample Trade Secret Affidavit**

Attachment R – SPD-SP060 Contracting with State Entities

***Attachment S – Data Elements Availability Workbook**

*Supplier should return attachment in response to their proposal (placed in bold for emphasis).

**Please use Attachment O when submitting questions in response to this proposal.