



Missouri Consolidated Health Care Plan
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Judith Muck, *Executive Director*

April 30, 2024

TO: Invited Vendors

FROM: Judith Muck, Executive Director

RE: MCHCP Health Care Decision Support System (DSS) RFP

Missouri Consolidated Health Care Plan (MCHCP) will be working with Optavise, an online request for proposal (RFP) system, in the marketing of the MCHCP Health Care Decision Support System (DSS) RFP. The successful contractor will be required to begin implementation immediately following contract award and to have the system in full production by January 1, 2025.

MCHCP provides the health benefit program for most State of Missouri employees, retirees, and their dependents covering over 88,000 members (lives). An additional 1,200 non-state members are covered through their public entity employer. MCHCP currently has a data warehouse and decision support system in place with Merative which was first implemented in 2003. Because the current contract is expiring in 2024, this RFP is being released.

Proposal

The RFP requests bids for a health care decision support system. The contractor will combine claim, encounter, health assessment, dental, vision, on-site health center, and eligibility data into a single analytically-ready database which gives MCHCP the ability to understand cost and use across its entire membership. The database shall be housed and maintained by the contractor and shall be accessible by MCHCP via a web connection. This must be a product that is currently in use by other clients.

The term of the contract will be three (3) years with an additional five (5) one-year renewal options available at the sole option of the MCHCP Board of Trustees.

Minimum Bidder Requirements

- The bidder must have at least five years' experience in converting and standardizing raw claim, encounter, health assessment, dental, vision, and eligibility data to provide accessible healthcare management information. The contractor must have experience in accepting data from the following plan types: Medical (PPO, HDHP, and Medicare Advantage), PBM, dental, vision, on-site health center, and health assessment vendors.
- The bidder shall currently be providing health care decision support services to at least 2 million (2,000,000) total covered lives in employer organizations.
- The bidder must currently be providing the same or similar tool being proposed to MCHCP to at least three large employers, two of which must have more than 40,000 subscribers and one

which must have at least 50,000 subscribers. One of these employers must be a public sector state employer.

- The bidder must offer this product in such a manner that MCHCP has no responsibility for the database, the decision support software, or the technical infrastructure and associated processes and procedures.
- The database must be accessible through the web and must be secure.
- The bidder must commit to maintain HIPAA compliance for the life of the contract and as long as the data is maintained by the contractor. The bidder must comply with all state and federal laws and regulations concerning data confidentiality and security.
- Bidders shall not be permitted to increase their proposed costs after submission except with agreement by MCHCP.
- All deadlines outlined are necessary to meet the timeline for this contract award. MCHCP may reject any submissions after respective deadlines have passed. All bidder documents and complete proposals must be received by the proposal deadline of June 11, 2024, as outlined in the timeline of events for this RFP. Late proposals will not be accepted. MCHCP reserves the right to modify a deadline or extend a deadline for all bidders at its discretion.

Intent to Bid

Once the RFP is released, bidders who are interested in submitting a proposal should complete the Intent to Bid (available as a response document within the Optavise system). The Intent to Bid is due at 5:00 p.m. CT, Friday, May 24, 2024.

Use of Optavise

During this RFP process you will find Optavise's internet-based application offers an opportunity to streamline information exchange. We are confident your organization will find the process straightforward and user-friendly. Optavise will be contacting you within the next two to three days to establish a contact person from your organization and to set up a training session, if necessary. To assist you in preparing for the online proposal process, we have outlined below some important information about this event.

General Instructions

Your proposal will be submitted over the Internet, through an anonymous online bidding process. Optavise will assign a unique username, which will allow you to view the information pertinent to the bidding process, submit response documents, communicate directly with MCHCP through the application's messaging component, and respond to our online questionnaires. In addition, Optavise will provide a user guide with instructions for setting up your account.

You may wish to have other people in your organization access this online event to assist in the completion of the RFP. Each member of your response team must secure a unique username and password from Optavise by way of a provider contact spreadsheet, emailed directly to you by Optavise. There is no cost to use the Optavise system.

System Training

Optavise offers all participants of an Optavise-hosted event access to their downloadable *User Guides* and *Pre-Recorded Training Sessions*. These guides are located on the homepage of the *vendor-user* view and provide an overview of the application's functionality. We recommend that you and your response team take advantage of this unique opportunity to realize the full benefit of the application. In addition to this self-help option, Optavise's experienced support personnel will offer an application overview via a web-cast session.

Optavise Support is also available Monday through Friday from 8:30 a.m. to 5:00 p.m. ET to help with any technical or navigation issues that may arise. The toll-free number for Optavise Support is 800-979-9351. Support can also be reached by e-mail at systemsupport@optavise.com.

Key Event Information

Activity	Timing
Online RFP Released	Monday, May 20, 2024 8 a.m. CT (9 a.m. ET)
Intent to Bid Due	Friday, May 24, 2024 5 p.m. CT (6 p.m. ET)
Bidder Question Submission Deadline	Friday, May 24, 2024 5 p.m. CT (6 p.m. ET)
MCHCP Responses to Submitted Questions	Thursday, May 30, 2024 5 p.m. CT (6 p.m. ET)
All Questionnaires and Pricing Due	Tuesday, June 11, 2024 5 p.m. CT (6 p.m. ET)
Finalist Demonstration/Site Visits (if necessary)	July, 2024
Final Vendor Selection	Late July, 2024

If this notice should have been sent to a different individual within your organization, please contact Tammy Flaughner by phone at 573-526-4922 or by e-mail at tammy.flaugher@mchcp.org. We look forward to working with you throughout this process.