

**STATE OF FLORIDA  
AGENCY FOR HEALTH CARE ADMINISTRATION  
REQUEST FOR INFORMATION  
RFI 014-21/22 RE-PROCUREMENT OF THE STATEWIDE MEDICAID  
MANAGED CARE PROGRAM**

**RFI RELEASE DATE: May 6, 2022**

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**I. GENERAL INFORMATION**

**A. Request for Information Process**

This is a Request for Information (RFI) as defined in Section 287.012(22), Florida Statutes (F.S.), for planning purposes. This RFI is issued by the State of Florida, Agency for Health Care Administration (Agency), to solicit information regarding available providers for the services described herein.

An RFI is not a method of procurement. Responses to an RFI are not offers and shall not be accepted by the Agency to form a binding Contract. This RFI and Responses to it shall not result in the execution of a contract with the Agency. By submitting a Response to this RFI, a Vendor is not prohibited from responding to any related subsequent solicitation. This RFI may be used for purposes of researching general, special, and/or technical specifications for a solicitation. The Agency reserves the right to utilize the information gathered through the RFI process to develop a scope of services, which may be incorporated into a contract using a statutorily approved method of procurement.

**B. Background**

In 2013 and 2014, the Agency implemented the Statewide Medicaid Managed Care (SMMC) Program. Pursuant to Chapter 409, Part IV, F.S., the Agency awarded contracts for the provision of managed long-term care (LTC) services and managed medical assistance (MMA) services in 2013 and then again in 2017. The Agency is required to re-procure contracts with managed care plans every six years. The next procurement cycle is scheduled to begin during the fourth quarter of CY 2022.

**C. Purpose**

In preparation for the upcoming procurement, the Agency is seeking information from entities and stakeholders with direct experience in the managed health and long-term care industries regarding best practices and innovations in business models as well as service delivery for Medicaid managed care.

The Agency is interested in innovative ideas and best practices to:

- Leverage the managed care delivery system, either through expanded benefits or other mechanisms, to promote sustainable economic self-sufficiency among Medicaid recipients in the short and long term.
- Improve birth outcomes for mothers and infants through and beyond 12-month postpartum coverage period.
- Utilize value-based payment designs to simultaneously increase quality and reduce costs.

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- Maximize home and community-based placement and services through proactive aging-in-place strategies.
- Improve integration of dental and primary care services for children and adolescents.
- Align quality metrics and outcomes with the Florida State Health Improvement Plan.
- Enhance specialty health plans services to improve outcomes for recipients. Increase the number of plans to address target populations with specific health conditions or needs.
- Increase access to community-based pharmacists within prescription benefit manager networks.
- Improve mental health outcomes for children and adolescents.
- Improve coordination of care for individuals enrolled in both the Medicare and Medicaid programs.
- Decrease mortality rates for recipients with complex chronic diseases and address payment strategies for high-cost therapies and prescription drugs in development.
- Consider innovative delivery methods, including care bundling, that empower recipients in making more informed health care decisions.
- Improve providers' experience with the SMMC Program.
- Improve recipients' experience with the SMMC Program.
- Increase timely access to providers and services.
- Achieve cost savings throughout the SMMC Program.

Responses should include, but are not limited to, information to address the following components:

- Operational strategies.
- Performance metrics – including use of digital measures and electronic clinical data sources.
- Provider network requirements
- Best practices for maximizing communication and resources.
- Integration with the Agency's Florida Health Care Connections (FX) Project and the federal Centers for Medicare and Medicaid Services Interoperability Rule.

Respondents who reply to this RFI may be invited to present their ideas in person to Agency leadership. An invitation to present in person does not prohibit an entity from responding to any related subsequent solicitation.

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**II. RFI RESPONSE INSTRUCTIONS**

Respondents to this RFI are asked to be thorough, but concise. The RFI Response should include the following:

- A. The Respondent's name; place of business address(s); web site address, if applicable; and contact information, including representative name and alternate, with telephone number(s) and e-mail address(es).
- B. A description of how the Respondent's approach will offer advantages or improvements over existing processes of the SMMC Program. The description should also identify known or potential concerns with the approach.

**III. PUBLIC RECORDS EXEMPTIONS, TRADE SECRET OR PROPRIETARY INFORMATION**

Any portion of the submitted Response which is asserted to be exempt from disclosure under Chapter 119, Florida Statutes, shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secret shall be marked "trade secret as defined in Section 812.081, Florida Statutes". Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Agency will provide such records in response to public records requests without notifying the Respondent. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, F.S. An entire Response should not be considered trade secret. Respondents who fail to identify trade secret as directed herein acknowledge and agree that they waive any right or cause of action, civil or criminal, against the Agency for Health Care Administration, its employees and its representatives, for the release or disclosure of trade secret information not so identified.

**IV. RESPONSE SUBMISSION**

Respondents to this RFI shall submit one (1) electronic copy of its Response. The Response shall not exceed twenty (20), single-sided pages in length. The electronic format shall be submitted via e-mail. The software used to produce the electronic files must be Microsoft Word 2013 and/or Excel 2013 or newer. The electronic files must be appropriately named.

The Respondent shall also submit via e-mail one (1) electronic redacted copy of the Response suitable for release to the public. Any confidential or trade secret information covered under Section 812.081, Florida Statutes, should be either redacted or completely removed. The redacted Response shall be marked as the "redacted" copy and contain a transmittal letter authorizing release of the redacted version of the Response in the event the Agency receives a public records request.

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Responses to this RFI shall be provided no later than **5:00 PM, Eastern Standard Time (EST), June 3, 2022**. Responses shall be e-mailed to: [solicitation.questions@ahca.myflorida.com](mailto:solicitation.questions@ahca.myflorida.com).

Responses shall be addressed to:

Cody Massa  
Procurement Officer  
[solicitation.questions@ahca.myflorida.com](mailto:solicitation.questions@ahca.myflorida.com)

After the Agency has received all Responses to this RFI, the Agency, in its sole discretion, shall determine if a meeting with Respondents is necessary to clarify the information received. In the event that the Agency decides to hold a meeting, the Respondent (s) will be notified via email.

**V. COSTS**

Respondents are responsible for all costs associated with preparing a Response to this RFI. The State of Florida, Agency for Health Care Administration, will not be responsible for any Respondent costs associated with preparing a Response to this RFI.

**VI. QUESTIONS**

Questions concerning this RFI shall be submitted in writing by no later than **5:00 PM, EST, May 13, 2022**, via email to: [solicitation.questions@ahca.myflorida.com](mailto:solicitation.questions@ahca.myflorida.com)

All Agency responses to questions received by the deadline for questions will be posted with this RFI in the Vendor Information Portal. The Agency will reply to questions by **5:00 PM EST, May 20, 2022**.

**VII. AGENCY FOR HEALTH CARE ADMINISTRATION WEBSITE**

Additional information about the Florida Agency for Health Care Administration can be found on the Agency's website at: <http://ahca.myflorida.com>.

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