



MARTIN O'MALLEY
Governor
ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary
DAVID C. ROMANS
Deputy Secretary

**Amendment #2 to Request for Proposals (RFP)
Health Plan Administration & Services (PPO, POS HMO)
Solicitation No. F10B8200015
May 16, 2008**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Add to Section 1.2 Abbreviations and Definitions:

ss. HMO broad-based national provider network - A comprehensive provider network that is available across the nation that provides in-network coverage to participants regardless of the state.

2. Add to Section 4.4.2.7 Additional Required Technical Submissions (with original of Technical Proposal only)

Functional Area 1 – PPO

Required Submission	Title
<u>New Member Communication Package</u>	<u>Label as “Response Attachment L-12: New Member Communication Package”</u>
<u>Network Organization Chart</u>	<u>Label as “Response Attachment L-12: Network Organization Chart”</u>

Functional Area 2 – POS

~Effective Resource Management~

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Required Submission	Title
<u>New Member Communication Package</u>	<u>Label as “Response Attachment O-12: New Member Communication Package”</u>
<u>Network Organization Chart</u>	<u>Label as “Response Attachment O-12: Network Organization Chart”</u>

3. Add to Attachment L-12:

Q-6a. Provide a sample of a new member communications package. Include the following information: Location of providers, how to use network services, how to access member services, and how to file non-network claims.

Q-12a. Describe the nature of your PPO network structure and provide an organization chart of your organization. Are any key personnel, including officers, medical directors and board members affiliated with any hospital, physician medical association, or other provider interests? (Please submit an organization chart in Microsoft Word format labeled as “Response Attachment L-12: Network Organization Chart”.

4. Add to Attachment O-12:

Q-6a. Provide a sample of a new member communications package. Include the following information: Location of providers, how to use network services, how to access member services, and how to file non-network claims.

Q-12a. Describe the nature of your PPO network structure and provide an organization chart of your organization. Are any key personnel, including officers, medical directors and board members affiliated with any hospital, physician medical association, or other provider interests? (Please submit an organization chart in Microsoft Word format labeled as “Response Attachment O-12: Network Organization Chart”.

	Performance Indicator	Standard/Goal
PG-1	<p>Telephone Call Availability (if system unable to measure A, provide B):</p> <p>Measurements must be State-specific or for only the service center handling the State account.</p>	<p>95% of telephone calls are answered by a live service representative (with knowledge of State of Maryland account) within <u>30 seconds for automation and 60 seconds by a live representative.</u> The representative must be able to address the member's issue/question.</p>

5. Attachments L, R, O and U – 14 Performance Guarantees:

6. Attachment R-11 Compliance Checklist CC-88:

CC-88	Offeror will track and report accumulation toward lifetime maximum by Participant for reporting to State on a quarterly basis and to Participant at certain accumulation milestones, as determined by the State.
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7. Attachments L-3, O-3, R-3, U-3 – Therapies. Add **\$25 copay for outpatient Physical Therapy (PT) and Occupational Therapy (OT).**

8. Attachments L-11 (CC-91), O-11 (CC-91), R-11 (CC-85) and U-11 (CC-88) (respectively),

~~The Offeror agrees to provide to the State's consultant on a calendar quarter basis the Quarterly Legislative Report, in the format requested in “Attachments N 1h, Q 1h, T 1h, and W 1h” (respectively).~~

Issued and authorized by

Patti Tracey
Procurement Officer