



## **State of Georgia**

**State Entity: Department of Community Health**

**Electronic Request for Information (“eRFI”)**

**Event Name: Procurement of Medicaid Managed Care Services**

**eRFI (Event) Number: 41900-DCH0000127**

### **1. Introduction**

#### **1.1. Purpose of Solicitation**

This electronic Request for Information (“eRFI”) is being issued to solicit information from interested suppliers and other stakeholders with respect to the procurement of Medicaid managed care services for the Department of Community Health (DCH) (hereinafter, “the State Entity”) as further described in this eRFI. The State Entity will use the information generated by this eRFI in conjunction with other information available to the State Entity to determine the solution that it is in the best interests of the State Entity to fulfill this need.

#### **Overview of Georgia’s Medicaid Managed Care Program**

The Georgia Department of Community Health (DCH) is Georgia’s lead healthcare agency responsible for regulatory, compliance and finance functions. As such, DCH is designated as the Single State Agency for the administration of Georgia Medicaid and Children’s Health Insurance Programs (CHIP or “PeachCare for Kids®”) for the State of Georgia. Currently, Georgia Medicaid and PeachCare for Kids® (CHIP) cover over 2 million Georgians with approximate total annual expenditures of \$11 billion per year.

Since inception of Medicaid managed care in 2006, Georgia has operated its Low Income Medicaid (LIM) and CHIP programs in a capitated managed care environment administered by Managed Care Organizations (“MCOs” or “CMOs”). LIM and CHIP are comprised primarily of non-disabled children and youth from birth to age 19 and pregnant women up to 225% of the Federal Poverty Level (FPL). This program is known as “Georgia Families” (GF) and as of January 1, 2021 it covered 1,696,678 beneficiaries. Georgia Families covers approximately three-fourths of Georgia Medicaid members while the other one-fourth, the Aged, Blind and Disabled (ABD) populations, are covered under a traditional Fee-For-Service (FFS) environment. In 2014, Georgia Families 360 (GF360) was launched as a new capitated managed program working in parallel with Georgia Families. GF360 exclusively covers youth in Foster Care, Adoption Assistance and certain individuals involved with the Georgia Department of Juvenile Justice (~30,000 beneficiaries). In 2011, DCH implemented a Section 1115 family planning Waiver, known as Planning for Healthy Babies (P4HB), that provides a limited benefit family planning package to 62,881 women as of September 1, 2019.

DCH’s most recent Request for Proposal (RFP) in 2015 was for Georgia Families and GF360 programs. While the overall RFP contained provisions to address various issues identified in the existing program, the core benefit design and delivery system structure remained the same. Reproced GF vendors began operation on July 1, 2017. The existing CMO contracts will exhaust all currently authorized annual renewal options, exercisable at the sole discretion of the State, on June 30, 2024.

DCH is planning to conduct a competitive managed care procurement and is interested in hearing from individuals, providers, advocates, CMOs and other persons or organizations with relevant information about Georgia’s Medicaid managed care program. DCH would like to understand their experience with the current managed care system and ideas for managing costs, improving quality, and increasing access to quality healthcare in every region of Georgia to inform that effort.

## Georgia has identified 5 programmatic outcomes as priorities for the upcoming reprocurement

- **Quality:** Improve quality and outcomes in the managed care program through enhanced care management and coordination
- **Equity:** Improve equity in the administration and outcomes for all members of the program and increase cultural competency
- **Access and outcomes:** Enhance network capacity across the state and prioritize interventions addressing Social Determinants of Health
- **Value:** Better manage cost of care through innovative models that improve value of the care delivered
- **Coverage and services:** Ensure appropriate coverage of populations and services to improve quality and value, improve behavioral health integration and outcomes in the managed care program, and rationalize approach to pharmacy benefit management

### 1.2. Overview of the eRFI Process

The objective of the eRFI is to gather information to assist the State Entity in its consideration of available resources/methods to fulfill the need/goal identified above. The eRFI method is not a competitive solicitation method and, as a result, does not satisfy the requirement for competitive bidding. The eRFI method is no more than an information gathering tool and such information gathered may or may not be used by the State Entity to develop a competitive solicitation. Suppliers are not required to respond to an eRFI and a supplier's failure to respond to an eRFI will not prohibit the supplier's participation in any competitive solicitation that may result from the eRFI. However, suppliers are strongly encouraged to respond to eRFIs as this is a great way to ensure the State Entity is aware of the suppliers' available goods and services.

### 1.3. Schedule of Events

The schedule of events set out herein represents the State Entity's best estimate of the schedule that will be followed. However, 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 eRFI will be publicly posted prior to the closing date of this eRFI. After the close of the eRFI, the State Entity reserves the right to adjust the remainder of the proposed dates on an as needed basis with or without notice.

Description	Date	Time
Release of eRFI	As Published on the Georgia Procurement Registry ("GPR")	N/A
Deadline for written questions sent via email to the Issuing Officer referenced in Section 2.1.2.	June 10 <sup>th</sup> , 2022	3:00 p.m. ET
Responses to Written Questions	June 17 <sup>th</sup> , 2022	3:00 p.m. ET
Deadline for Submitting Responses	June 24 <sup>th</sup> , 2022	2:00 p.m. ET

### 1.4. Official Issuing Officer (Buyer)

**Melanie Reid**

[Melanie.Reid@dch.ga.gov](mailto:Melanie.Reid@dch.ga.gov)

### 1.5. Definition of Terms

Please review the following terms:

Supplier(s) – companies desiring to do business with the State of Georgia. Solely in the context of this eRFI and except where otherwise indicated, this term will also include interested stakeholders.

State Entity – the governmental entity identified in Section 1.1 "Purpose of Solicitation" of this eRFI.

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

## 2. Instructions to Suppliers

By submitting a response to the eRFI, 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

The Department of Administrative Services (“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\\_LANDING\\_PAGE.GBL?&](https://fscm.teamworks.georgia.gov/psc/supp/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDING_PAGE.GBL?&)

#### 2.1.2. Submitting Questions

All questions concerning this eRFI must be submitted in writing via email to the Issuing Officer identified in Section 1.4 “Issuing Officer” of this eRFI. Do not use the comments section within the sourcing tool to submit questions to the issuing officer.

#### 2.1.3. State’s Right to Amend and/or Cancel the eRFI

The State Entity reserves the right to amend this eRFI. Any revisions must be made in writing prior to the eRFI 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 eRFI (including any revisions/additions made in writing prior to the close of the eRFI 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 eRFI AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER’S RESPONSE PRIOR TO THE CLOSE OF THE eRFI. Suppliers are encouraged to frequently check the eRFI for additional information. Finally, the State Entity reserves the right to cancel this eRFI at any time.

#### 2.1.4. Costs for Preparing Response

Each 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 this eRFI process is the sole responsibility of the supplier. The State will not provide reimbursement for such costs.

#### 2.1.5. 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 Informational 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.

#### **2.1.6. Public Access to Procurement Records**

Pursuant to the Georgia Open Records Act at O.C.G.A. §§ 50-18-70 *et seq.*, requests for public release of a supplier's responses to the eRFI, as well as any other relevant communications, may be received by the State Entity following the State Entity's selection of a firm. 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. **Responses will be used to inform the RFQC/RFP for Care Management Organizations issued by the State Entity.** Pursuant to OCGA Sec. 50-5-67(d), eRFI records will not be subject to disclosure prior to the public notice of intent to award (NOIA). In any event, do not include personally identifiable or protected health information in your responses.

#### **2.1.7. 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 Request for Information 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.

#### **2.1.8. Submission of Redacted Copies**

If Supplier considers any portion of its response to this Request for Information 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 response, 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 response 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 response. 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 response 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.

### 2.1.9. Trade Secret

In addition, if the Supplier claims that certain information in its response may be withheld as trade secret pursuant to O.C.G.A. 50-18-72(a)(34), the Supplier shall include **with its response 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 response submission, the State is authorized to produce the vendor’s response 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).

### 2.1.10. Registered Lobbyists

By submitting a response to this eRFI, 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*.

## 2.2. Submittal Instructions

### Submittal Instructions for Team Georgia Marketplace™

Listed below are key action items related to this eRFI. The Schedule of Events in Section 1.3 identifies the dates and time for these key action items. This portion of the eRFI provides high-level instructions regarding the process for reviewing the eRFI and preparing and submitting a response to the eRFI. Suppliers are required to access, print and utilize the training materials identified in Section 2.2.1 of this eRFI to ensure the supplier successfully submits a response to this eRFI.

#### 2.2.1. eRFI Released – Team Georgia Marketplace™

The release of the eRFI is formally communicated through the posting of this eRFI 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](http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp)

This eRFI is being conducted through Team Georgia Marketplace™, an online, electronic tool, which allows an individual to register, logon, select answers and type text in response to questions, and upload any necessary documents. Team Georgia Marketplace™ permits an individual to build and save a response over time until the registered user is ready to submit the completed response. 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. eRFI Review

The eRFI (or “Event”) consists of the following: this document, entitled “The State Entity eRFI Document”, any and all information included in the Event, as posted online on Team Georgia Marketplace™, including questions and instructions, and any and all documents provided by the State Entity as attachments to the Event or links contained within the 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 1.4) 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 as well as any worksheets. Please thoroughly review all provided Event Attachments.
2. Second, the State Entity may also provide documents in the section of the Event entitled “eRFI Questions”. To the right of each question appearing under the eRFI Questions section, the Event contains an icon (appears as a bubble with text). By selecting this icon, the supplier will navigate to a new page of the Event. On this new page the supplier can locate attached documents.

Please thoroughly review all provided attachments. For additional information regarding the use of Team Georgia Marketplace™, please utilize the online resources provided in Section 2.2.1 of this eRFI.

### **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. The supplier must ensure its response is accurate and readily understandable.
2. The supplier must label any and all uploaded files using the corresponding section numbers of the eRFI or any other logical name so that the State Entity can easily organize and navigate the supplier’s response.
3. The supplier must 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, and plain text files with the file extension noted in parentheses (.txt). Unless the eRFI 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.
4. The supplier must save its response until the supplier is ready to submit its bid. Select the “Save for Later” button at the top of the page under “Event Details” of the Event.

### **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 eRFI to upload these documents in the proper location. There are two 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 by selecting the comment bubble icon, which appears to the right of each eRFI question.

### **2.2.5. Submittal Instructions via email**

For additional Stakeholders (e.g., individuals, advocates, etc.) that do not have access to or do not use Team Georgia Marketplace™, submit all responses to this eRFI via secure email to the dedicated CMO Mailbox ([CMO.RFP@dch.ga.gov](mailto:CMO.RFP@dch.ga.gov)) prior to the deadline for submitting responses provided in Section 1.3 of this eRFI. Each response received will be sent an acknowledgement of receipt email from the Issuing Officer. Response submissions sent after the deadline will not be considered.

**Note:** Only submit one (1) response to this eRFI. All registered bidders **must** submit responses to this eRFI via Team Georgia Marketplace™ and all other stakeholders must submit a response via email to the dedicated mailbox identified above. **No duplicated submissions will be allowed.**

#### **2.2.6. Reviewing the Response Prior to Submission**

During the time period allowed for preparing the response, neither DOAS nor the State Entity can view what information or documents are being added by the registered user. In other words, the State Entity cannot know whether the supplier's response is correct or complete until after the eRFI has closed. Therefore, each supplier is responsible for ensuring all questions have been answered appropriately and that all necessary documents have been uploaded.

#### **2.2.7. 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.** Please note that submission is not instantaneous; therefore, each supplier must **allow ample time for its response to be submitted prior to the deadline.**

#### **2.2.8. 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 eRFI 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.

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 prior to the eRFI 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.

### 2.2.9. 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](mailto:ProcurementHelp@doas.ga.gov).

### 3. Requested Information

All questions are optional to complete. You may choose to respond only to questions that are of interest. When writing your responses please use this **Business Response Template (Attachment C)**, to enter your response directly beneath each question. Please note responses will only be used for informational purposes and will not be evaluated or used to inform the selection of partners for any potential future procurement. No feedback will be provided by the State Entity to respondents to this RFI. This RFI is issued solely for information and planning purposes; it does not constitute a Request for Proposal, application, proposal abstract, or quotation.

**PLEASE NOTE: Responses will be used to inform the RFQC/RFP for Care Management Organizations issued by the State Entity. Pursuant to OCGA Sec. 50-5-67(d), eRFI records will not be subject to disclosure prior to the public notice of intent to award. In any event, do not include personally identifiable or protected health information in your responses.**

#### **RFI questions organized by programmatic goal:**

1. **Quality:** *Improve quality and outcomes in the managed care program through enhanced care management and coordination*
  - a. In your experience, what are the current program's strengths and weaknesses when it comes to quality management?
  - b. In what ways can the managed care program improve measurement and reporting, and ultimately improve quality and outcomes in the managed care program? What are the obstacles to doing so and how can these obstacles be addressed?
  - c. As Georgia focuses on improving outcomes for individuals with complex health needs, how can managed care organizations and partners work to ensure appropriate care coordination and case management? Please provide specific examples.
  - d. How can Georgia leverage innovative ideas and best practices through the managed Medicaid program in order to better address critical health issues?
2. **Equity:** *Improve equity in the administration and outcomes for all members of the program and increase cultural competency*
  - a. What are the current managed care program's strengths and weaknesses in terms of equitable access, service delivery, quality, value and outcomes? Please provide examples where possible.
  - b. What ideas exist to ensure the program is respectful of and responsive to the health beliefs, practices, and the cultural and linguistic needs of diverse consumers? What obstacles are there? What can be done to improve?
  - c. How can measurement of equitable access, service delivery, quality, value and outcomes be improved on an ongoing basis? How can managed care enable and support this objective? What will be the impact? Please provide case examples where possible.
3. **Access and outcomes:** *Enhance network capacity across the state and prioritize interventions addressing Social Determinants of Health (SDoH)*
  - a. How easy is it for members to access healthcare and find a provider, and stay engaged in their health care efforts? What access barriers exist and what can be done to remove these barriers? Please be specific.
  - b. How can the managed care program and its providers be leveraged to provide greater access to care in Rural Georgia?
  - c. What are opportunities to further integrate SDoH into the Medicaid program's design for supports and interventions? Opportunities could include but are not limited to care coordination, service delivery, and access. Please provide details.



- d. What are examples of existing SDoH interventions (either currently in place or that can be scaled, in state or out of state) that may help address existing gaps in the program? What is the impact of these interventions and how can managed care support this impact?
  - e. How can the program engage other sectors and agencies, including social services and education sectors, to streamline experience of delivering and navigating across multiple systems and improve SDoH?
- 4. Value:** *Better manage cost of care through innovative models that improve value of the care delivered*
- a. What are the biggest challenges for patients, providers, Managed Care Organizations, and the State to better manage the cost of care and improve the value of care delivered? How can this be improved? Please provide examples.
  - b. What innovative models should be considered and how should they be implemented? What are the benefits and obstacles to doing so?
- 5. Coverage and services:** *Ensure appropriate coverage of populations and services to improve quality and value, improve behavioral health integration and outcomes in the managed care program, and rationalize approach to pharmacy benefit management*
- a. What obstacles exist as a result of the current coverage of populations and services by managed care vs Fee-for-Service? How can these barriers be addressed?
  - b. Are there opportunities to better serve specific Medicaid and CHIP populations that are currently in managed care through the Fee-for-Service program, or vice versa? Please explain rationale and provide specific examples of improvement opportunities that may be associated with covering populations or services through the Fee-for-Service or CMO programs respectively.
  - c. What opportunities exist to improve quality, value, oversight, and visibility in pharmacy expenditures? What are the benefits and obstacles to pursuing these opportunities?
  - d. What measures should be taken to improve integration, care coordination and outcomes for beneficiaries with behavioral health needs? What are the benefits and obstacles to doing so?
- 6. Additional information:**
- a. How can we leverage innovative ideas and best practice to help achieve GA's stated policy objectives and innovate Georgia's Medicaid program? Please provide details.
  - b. What tactics can be used to mitigate operational complications and ensure consistency of care for beneficiaries when transitioning between the FFS program and CMOs, or vice versa?
  - c. Are there additional elements that you would like to see as part of a forthcoming procurement?

#### 4. Additional Information

The State Entity may, at its discretion, ask one or more suppliers to provide additional information and/or meet with the State Entity to further discuss the supplier's information.

#### 5. List of eRFI Attachments

The following documents make up this eRFI. Please see Section 2.2.2 "eRFI 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.

- A. State Entity eRFI (this document)
- B. Supplier Q&A Template
- C. Business Response Template