

Questions to be included in the Request for Information (RFI) for Medicaid Managed Care Services currently managed by MeckLINK

Governance

Describe your governance structure.

1. For your current governing board and any advisory boards, include the size, composition, list of members, and how members are nominated, appointed or selected.
2. If your MCO and MeckLINK were to be merged or partnered together, describe how your governance structure would change to accommodate the interests of Mecklenburg County. Specifically, would the Mecklenburg County Board of Commissioners be entitled to make appointments to your governing board? If so, how many?
3. Provide any by-laws or documents adopted by your governing board related to governance.
4. Do you have a finance committee? If so, include the size, composition, list of members, and how members are selected.
5. If an advisory board is appointed, specifically, what would be their role and duties as compared to the Area Authority Board?

Consumer Satisfaction

1. Provide your MCO's most recent customer satisfaction information to include information on consumer complaints and grievances. Include the number of consumers surveyed, survey distribution methodology, and the survey instrument.
2. Provide the number of consumer appeals your MCO has received during the last 36 months.
3. Provide the number of consumer cases in the Office of Administrative Hearings during the last 36 months, including the number and percentage of these cases in which the MCO decision was overturned.

Provider Information

1. Provide a complete listing of providers currently in your provider network. This should include the number of consumers served by the provider and the Medicaid payment amounts by provider for both the prior year (FY2013) and current YTD.
2. Provide a list of providers that have been terminated from your network and the reasons for termination.

3. Provide your plan for incorporating the MeckLINK provider network into your provider network.

Employee Information

1. Provide your plan for combining MeckLINK staff, and divisional areas of responsibility, with those of your MCO.
2. Provide your MCO's most recent employee satisfaction survey. Include the total number of employees in your organization and the total number of employees responding to the survey. Include a copy of the survey questions.
3. Describe your MCO's retirement plan for all levels of employees. If different plans are available, list the position titles eligible for each plan.
4. Describe your philosophy and approach to performance management. Specifically describe any merit or bonus plan utilized in the last three years for all employees. If different plans are provided for different levels of employees, this should be described.
5. Is your MCO part of the North Carolina Local Government Retirement System?
6. Does your MCO have substantial equivalency status with the North Carolina State Personnel System?

Financial and Budget Information

1. What is your contract/fiscal year with the State, i.e., July 1 – June 30?
2. Provide your MCO's FY2013 year-end financial statements, including statement of net assets, statement of activities, balance sheet and income statement. Unaudited statements are acceptable.
3. Provide your MCO's Schedule W reports for the past 12 months or if you are an MCO that has been operational for less than 12 months, for the number of months your MCO has been operating.
4. Provide your current year operating budget by line item.
5. Provide a pro forma financial statement indicating the impact MeckLINK is anticipated to have on your MCO's financial viability.
6. Provide a list of IT systems/applications used by your agency and their purpose.

Legal Proceedings, Litigation and Investigations

1. List any current or pending litigation or legal proceedings in which your agency is a plaintiff or defendant. Describe the nature, location, and status of these proceedings. Include any cases that are in Court or in the Office of Administrative Hearings. Indicate in your response how many are provider initiated/related and how many are consumer initiated/related.
2. List any current EEOC and Worker's Compensation claims against your agency.
3. List any current legal proceedings or investigations by any Federal or State Agency.
4. List all court judgments entered against your MCO within the last 36 months, indicating the specific relief awarded to the opposing party.

Medicaid Population

1. Provide the total population of your current catchment area as of September 30, 2013.
2. Provide the total number of Medicaid covered lives served by your agency by month for the past six months.
3. Provide the total number of Medicaid covered lives in your catchment area by County as of September 30, 2013.

Local County Funding

1. Describe your experience managing local funds intended for service provision within your respective counties. Provide copies of any interlocal agreements your MCO has with partner counties.
2. Describe in detail your MCO's plan to manage Mecklenburg County's locally funded behavioral health services and dollars for Mecklenburg County residents. This should include information on a proposed breakdown of percentage of funding for service expense for Mecklenburg County residents and percentage of funding for administrative costs.

Merger Information

1. Provide an anticipated timeline for merger by major activity categories.
2. Provide financial considerations or costs associated with a merger. This should include details about any financial responsibility your organization would absorb or assume for the transition, including any deferred payments to the County based on future savings to the merged MCO resulting from the merger, or, in the alternative, any cost to Mecklenburg County to merge. (The County is interested in recovering

enough money, either initially, or over time, to repay its expenses in setting up MeckLINK, but nothing more.)

3. Provide detailed information regarding your MCO's plan to establish a local presence in Mecklenburg County. Specifically, identify the number of staff and titles of staff your agency plans to maintain in Mecklenburg County.
4. Provide information on the ability and willingness of your agency to assume a lease currently held by Mecklenburg County for MeckLINK offices.

Miscellaneous

1. Provide a copy of the monthly State report your agency submitted in August with DMA / DMH data for January 2013 – July 2013.
2. How do you work with consumers and providers and how do you involve them in development of your service delivery system?
3. Have you developed new services in the past two years paid with Medicaid savings? If so, please explain the service, population, cost, etc.
4. How do you plan to combine the MeckLINK Consumer and Family Advisory Committee into your MCO advisory committee structure?
5. How do you plan to combine the MeckLINK Provider Council into your MCO advisory committee structure?