

Iowa Dental Wellness Plan and Hawki Dental Program

RFP# MED-24-004
Bidders' Conference

June 5, 2023

Agenda

Presentation Overview

Iowa Dental Programs

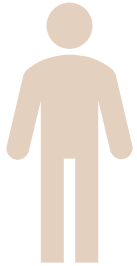
RFP Process

Questions?

Presentation Topics

- Medicaid Dental Overview
- Dental Program Overview of the Question & Answer Process
- Types of Dental Coverage with Medicaid
- Federal Authorities
- Dental Plan Vision
- Dental Goals
- Key Goal
- Iowa DWP and Hawki Program Procurement
- Key Updates
- How the Dental Program Achieves Quality Outcomes
- What Services are Included in the Dental Program?
- Excluded Services
- Pay for Performance (PFP)
- Iowa HHS Oversight
- Key Groups

Medicaid Dental Overview

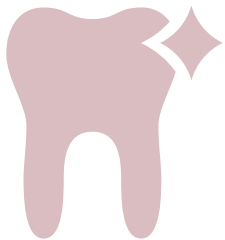


On July 1, 2017, Iowa HHS combined dental benefits for all adult Enrolled Members into one (1) Dental Wellness Plan (DWP), delivered via prepaid ambulatory plans (PAHPs).



Iowa HHS also provided children dental coverage through various packages.

- Medicaid children under the age of nineteen (19) received comprehensive dental coverage on a fee-for-service basis and Hawki children received dental coverage through a PAHP.
- Hawki also included a dental-only program for children with third-party liability (TPL) coverage.



Effective July 1, 2021, all Medicaid children under the age of nineteen (19) transitioned from the previous dental fee-for-service delivery system and began receiving dental benefits through the currently contracted PAHPs.



Iowa HHS worked to enroll children in PAHPs to better coordinate dental care for children and help promote oral health in an accessible and cost-effective manner.

- Iowa HHS currently contracts with two (2) PAHPs to deliver dental benefits.

Dental Program Overview of the Question & Answer Process

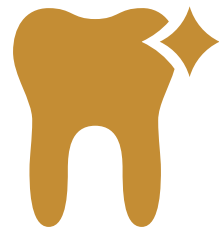


Questions answered verbally today are not binding or considered part of the RFP



Individuals should state their name and organization before submitting or asking a question.

Iowa Dental Programs



Types of Dental Coverage with Medicaid

Most Medicaid members and Hawki members are included in Medicaid Dental Coverage.

The **Dental Wellness Plan (DWP)** provides Medicaid dental coverage for



DWP-Kids (DWP-K)

Non-Hawki members 18 years and younger



DWP-Adults (DWP-A)

Non-Hawki members 19 years and older

The **Healthy and Well Kids in Iowa (Hawki)** program provides dental health care coverage for uninsured children of eligible families.



Hawki - Medical & Dental

Children under age 19 with no other health insurance and income at or below 302% of the federal poverty level (FPL).



Hawki - Dental Only

Children under age 19 that meet the requirements for the Hawki program, but the child is covered by insurance through another health plan without dental insurance.

Income is at or below 302% FPL.

Federal Authorities



1115 Waiver for
Dental Health
and Wellness Plan



CHIP Expansion
for Hawki



Iowa State Plan

Dental Plan Vision

Create a system of care that will:

Build

Build stability for Iowa Medicaid members and providers by coordinating and integrating care.

Improve

Improve quality outcomes and efficiencies across the healthcare delivery system.

Decrease

Decrease costs through the reduction of unnecessary, inappropriate and duplicative services.

Dental Goals



Improve network adequacy and availability of services



Increase recall and prevention services



Improve oral health equity among Medicaid members



Improve coordination and continuity of care between managed care plans



Enhance medical and dental integration

Key Goal



- Iowa HHS seeks to emphasize **member choice, access, safety, independence, and responsibility** while providing high quality dental healthcare services appropriate to member's health. The program is intended to **integrate care and improve quality outcomes and efficiencies** across the dental healthcare delivery system, in turn decreasing costs through the reduction of unnecessary, inappropriate, and duplicative services.



For more information visit: <https://dhs.iowa.gov/ime/about>

Iowa DWP and Hawki Program Procurement



Iowa HHS expects to contract with two (2) or more bidders with a demonstrated capacity to coordinate care and provide quality outcomes for Medicaid and CHIP populations.

The final number of awarded contracts under this RFP is not definitive at this time and will be determined at the sole discretion of Iowa HHS at the time of award.



Bidders should comprise of qualified PAHPs, capable of delivering high-quality dental health care services to the people of Iowa.



Iowa HHS expects to implement a contract that will have an initial three (3) year contract term with the ability to extend the contract for two (2) additional two (2) year terms.

Iowa HHS will have the sole discretion to extend the contract.

Key Updates



Contract Structure

Updated structure to align with current Iowa Health Link contracts



Service Delivery

DWP and Hawki services will be provided by all awarded contractors



Carved Out Services

Orthodontia is no longer intended to be carved out of capitation rates



Quality and Contract Compliance

Updated Pay for Performance Measures and new Liquidated Damages

Overall alignment with Iowa's Dental Quality Strategy Plan

How the Dental Program Achieves Quality Outcomes (Pt. I)



Holding contractors accountable for costs and outcomes creates incentives for:

- Increased care coordination and reduced duplication
- Investment in preventive services which lead to long-term savings
- Prevention of unnecessary hospitalizations

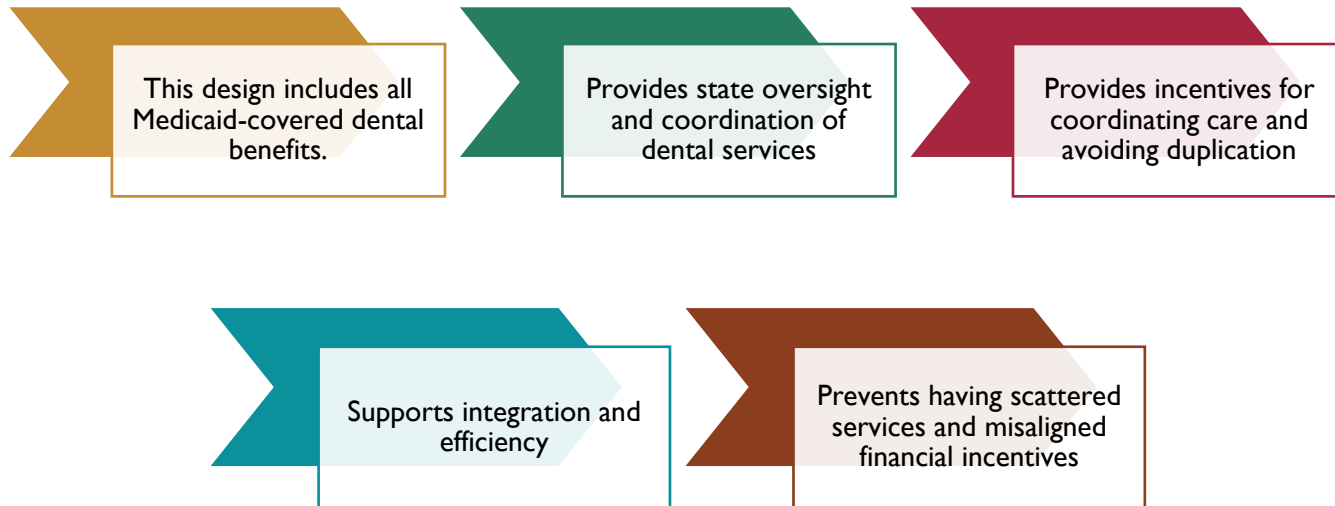


Combining accountability for costs and outcomes enables:

- Bending the cost curve through appropriate utilization management
- Contractor payments tied to outcomes
- Performance outcomes can be increased each contract year

How the Dental Program Achieves Quality Outcomes (Pt. 2)

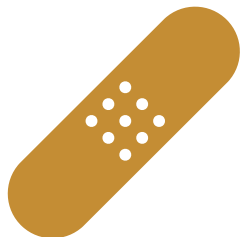
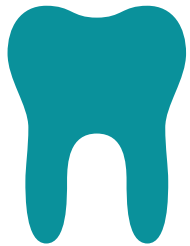
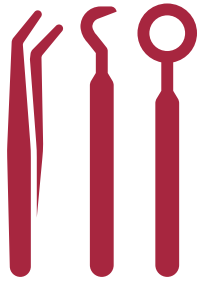
Expect contractors to develop strategies to integrate care across the system.



How the Dental Program Achieves Quality Outcomes (Pt. 3)

Member Benefits

- Contractors will use the HHS-approved Oral Health Equity Self-Assessment Tool to assess Enrolled Members' oral status and needs, incorporating social determinants of health and tailoring member's services based on those needs.
- Care Coordination program to monitor and coordinate the care for Enrolled Members identified as having special dental health care needs, including the need for specialty providers.



What Services are Included in the Dental Program?

All medically necessary covered benefits in Exhibit E of the RFP

DWP

A full list of covered dental services are available at <https://secureapp.dhs.state.ia.us/MedicaidFeeSched/X04.xml>

Hawki

Services include diagnostic and treatment services, preventive services, minor restorative services, major restorative services, endodontic services, periodontal services, prosthodontic services, oral surgery, orthodontics and adjunctive general services

Early and Periodic Screening, Diagnostic and Treatment (ESPT)

EPSDT provides a comprehensive array of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under age 21

Excluded Services

Excluded services include services that are:

- Medically unnecessary or unreasonable
- Fail to meet existing standards of professional practice, are currently professionally unacceptable, or are investigational or experimental in nature;
- Are rendered during a period when the member was ineligible for Medicaid
- Require prior approval but for which approval was not obtained or was denied
- Are the responsibility of third parties, such as Medicare or private Health Insurance
- Are fraudulently claimed
- Represent abuse or overuse
- Are for cosmetic purposes and are provided only because of the member's personal preference
- Have already been rejected or disallowed by Medicare, when the rejection was based upon findings for any of the reasons set forth above
- Are provided to a person while the person is an inmate of a non-medical public institution. A non-medical public institution includes, but is not limited to, jails, prisons, and juvenile detention centers. If a non-covered service is provided, providers must inform the member before providing the service that the member will be responsible for the bill

Pay for Performance (PFP)

The State has established a set of PFP measures for contractors that may be selected under this RFP for the DWP and Hawki dental program.

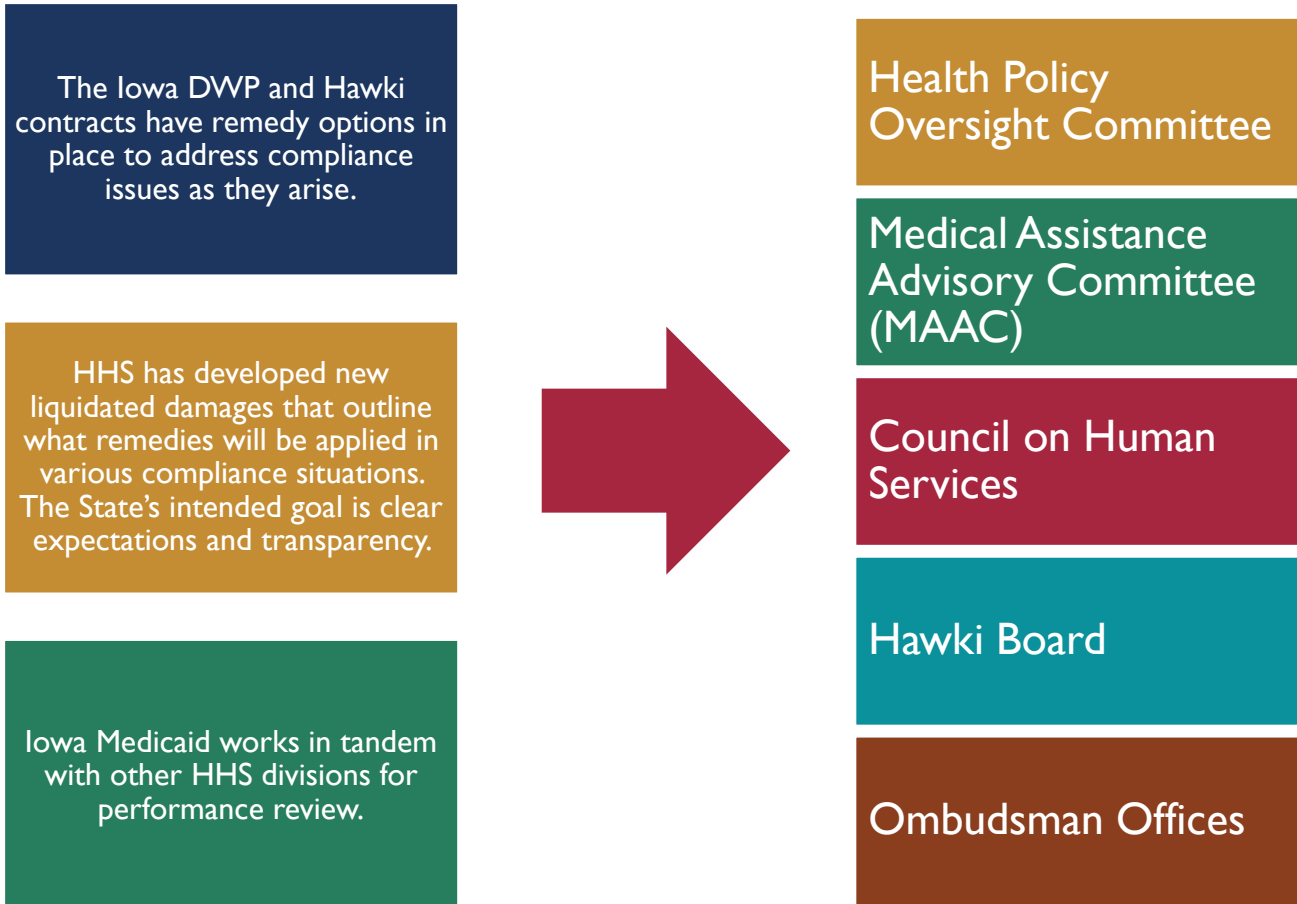
Final SFY 2025 capitation rates that will be established prior to the start of the Contract will be calculated in consideration of the Pay for Performance measures.



During each measurement year, the State will withhold a portion of the approved capitation payments. The amount withheld in this current rate period is two percent (2%) of the Capitation Payments made.

Contractors may be eligible to receive some or all the withheld funds based on the Contractor's performance in the areas outlined in the Contract.

Iowa HHS Oversight



Key Groups

Town Halls

Member and Provider Town Halls have been established to align Iowa Medicaid with National Best Practices and create program improvement.

Dental Stakeholder Workgroup

A diverse group of stakeholders convened in Fall of 2022 to determine inefficiencies when referring members for oral health needs between medical and dental providers. Feedback from this process was considered in the RFP development.



RFP Process



RFP Topics

RFP Formal Question and Answer Process



Letter of Intent to Bid Template



Accessing RFP Documents



Key Dates



Technical Proposal Response Guide

RFP Overview of Question & Answer Process (Pt. I)



Questions answered verbally today are not binding.



Submit letter of intent to bid and any questions that will affect your proposal in writing.

- It is not mandatory for bidders to submit an Intent to Bid form. However, Iowa HHS will only respond to first and second round questions about the RFP that have been submitted by prospective Bidders who have expressed their affirmative intent to bid.



Iowa HHS will post written responses to questions from prospective bidders on the State's procurement website.



Responses to questions are not considered part of the RFP. If Iowa HHS decides to change the RFP, it will issue an amendment. All amendments will be posted to:
<https://bidopportunities.iowa.gov/Home/BidInfo?bidId=767284b0-3bef-4da3-bd4c-1966699eb519>.



Follow-up questions to initial responses are permissible if all questions are received by the final due date and time for Bidder Questions as provided in the procurement timetable.

RFP Overview of Question & Answer Process

Submit questions using Attachment H - Question and Answer Template (Round 1) and Attachment I - Question and Answer Template (Round 2)

- First round due on June 6th at 3 p.m. Central
- Second round due June 26th at 3 p.m. Central

Follow-up questions to initial responses are allowed if all questions are received by the final second round due date and time indicated above.

Department of Health and Human Services – RFP# MED-24-004
 Mental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)
 Attachment H – Question and Answer Template (Round 1)



Bidder Name:

RFP Section	Subsection	Page	Topic
Please make a selection			
Please make a selection			
Please make a selection			
Please make a selection			
Please make a selection			
Please make a selection			
Please make a selection			
Please make a selection			
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Please make a selection			
Please make a selection			

Template for Letter of Intent to Bid

- The template for the letter of intent to bid (Attachment G) is due on **June 6th, 2023**, at 3 p.m. Central.
- Though it is not mandatory that Iowa HHS receives an intent to bid, HHS will only respond to first and second round questions about the RFP by potential bidders who have confirmed their intent to bid.

Iowa Department of Health and Human Services – RFP# MED-24-004
IA Dental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)
Attachment G – Letter of Intent to Bid Template

Please complete and return this form by e-mail to [RFP_MED- 24_004@dhs.state.ia.us](mailto:RFP_MED-24_004@dhs.state.ia.us) no later than **3:00 p.m. Central Time on June 6th, 2023**.

Please note that while it is not mandatory for Bidders to submit this Intent to Bid form, the Agency will only respond to first and second round questions about the RFP that have been submitted by prospective Bidders who have expressed their affirmative intent to bid using this form. (See RFP Section 2.7 Questions, Requests for Clarification, and Suggested Changes.)

The Agency may cancel an RFP for lack of interest based on the number of Intent to Bid forms received.

Bidder's Name: _____

Contact Name: _____

Contact Title: _____

Contact Mailing Address: _____

Contact Email Address: _____

Contact Fax Number: _____

Contact Phone Number: _____

Mark **one** of the following:

We **do** plan to respond to this RFP with a proposal

We **do not** plan to respond to this RFP

Reason if no: _____

How to Access RFP Documents (Pt. I)

- Visit <http://bidopportunities.iowa.gov>
- Search for “Iowa Dental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)” or “MED 24-004” in the keyword search bar.

The screenshot displays the Iowa Department of Administrative Services (DAS) website. The navigation bar includes links for HOME, DAS CORE, GENERAL SERVICES, HUMAN RESOURCES, PROCUREMENT & FLEET, and STATE ACCOUNTING. The left sidebar shows a 'Procurement' menu with options for Vendors, How to Do Business, Bidding Opportunities, and Purchasing Contacts. The main content area is titled 'State of Iowa Bid Opportunities' and features a search bar with a dropdown menu set to 'All Agencies' and a 'Keyword Search' input field. Below the search bar, there is a table of active bid opportunities.

Bid Number	Agency	Contact	Title	Effective Date	Expiration Date		
005-RFB-0484-2023	Administrative Services, Dept	David Kuidid	Rapid Deployment Vehicles	5/19/2023	5/24/2023		

How to Access RFP Documents (Pt. 2)

- Click on the result.

The screenshot displays the DAS website interface. The top navigation bar includes the DAS logo and links for HOME, DAS CORE, GENERAL SERVICES, HUMAN RESOURCES, PROCUREMENT & FLEET, and STATE ACCOUNTING. The breadcrumb trail reads: Procurement & Fleet > Vendors > How to Do Business > Bidding Opportunities. The main heading is 'State of Iowa Bid Opportunities', with sub-sections for 'State of Iowa Awarded Contracts' and 'State of Iowa Closed Bid Opportunities'. The 'Search Active Bid Opportunity Listing' section features a search filter for 'All Agencies' and a search input field containing 'MED-24-004'. Below the search filters is a table with the following columns: Bid Number, Agency, Contact, Title, Effective Date, and Expiration Date. A red arrow points to the first row of the table, which contains the following data:

Bid Number	Agency	Contact	Title	Effective Date	Expiration Date
MED-24-004	Human Services Administration	Zachary Gillen	RFP MED-24-004 Iowa Dental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)	5/18/2023	10/31/2023

At the bottom of the table, it says 'Showing 1 to 1 of 1 entries'.

Accessing RFP Documents (Pt. 3)

- Scroll down to access RFP documents and updates
- Sign up for email notifications.
- Continue checking the website for updates.

The screenshot shows a web interface for RFP documents. It features three main sections: 'Valid Dates', 'Documents/Attachments', and 'Links'. The 'Valid Dates' section shows a 'From' date of 5/18/2023 3:30:00 PM and an 'Until' date of 10/31/2023 12:00:00 PM. The 'Documents/Attachments' section is highlighted with a dashed blue border and contains a table of documents. A red arrow points down to this section. The 'Links' section is empty. A blue banner at the bottom contains the text 'Want to receive email notifications about this bid? Sign up here!'. A red arrow points to this banner from the right side.

Valid Dates		
From	5/18/2023 3:30:00 PM	
Until	10/31/2023 12:00:00 PM	

Documents/Attachments		
Attachment J - Technical Proposal Response Guide	5/16/2023 2:26:53 PM	Ⓣ
Attachment I - QA Template (Round 2)	5/16/2023 2:25:57 PM	Ⓣ
Attachment H - QA Template (Round 1)	5/16/2023 2:25:24 PM	Ⓣ
Attachment G - ITB Template	5/16/2023 2:24:51 PM	Ⓣ
RFP MED-24-004 Iowa Dental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)	5/16/2023 2:23:10 PM	Ⓣ

Links

Want to receive email notifications about this bid? Sign up here!

Accessing RFP Documents (Pt. 4)

- Alternatively, bidders can access the RFP documents using the following direct link:
<https://bidopportunities.iowa.gov/Home/BidInfo?bidId=767284b0-3bef-4da3-bd4c-1966699eb519>



Key Dates

- See the procurement timetable in the RFP for more details.

Event	Date
Agency Issues RFP Notice to Targeted Small Business Website	May 16, 2023
Agency Issues RFP to Bid Opportunities Website	May 18, 2023
Bidders' Conference and Capitation Rate Data Book Presentation	June 5, 2023 (Today)
Bidder Letter of Intent to Bid Due By	June 6, 2023 at 3:00 PM
Bidder Written Questions (Round 1) Due By	June 6, 2023 at 3:00 PM
Agency Responses to Questions (Round 1) Issued By	June 21, 2023
Agency Posts Scoring Guide and Technical Proposal Components	June 21, 2023
Bidder Written Questions (Round 2) Due By	June 26, 2023 at 3:00 PM
Agency Responses to Questions (Round 2) Issued By	July 7, 2023
Bidder Proposals and any Amendments to Proposals Due By	July 14, 2023 at 12:00 PM
Agency Announces Apparent Successful Bidder/Notice of Intent to Award	November 1, 2023
Transition Activities Begin	November 1, 2023
Anticipated Start Date for the Provision of Services	July 1, 2024

Technical Proposal Response Guide

- Follow Section 3 of the RFP for format and content specifications for bid proposals.
- Respond in accordance with Attachment J: Technical Proposal Response Guide.
 - See instructions in RFP Section 3.2 and at the beginning of Attachment J.

Iowa Department of Health and Human Services – RFP# MED-24-004

IA Dental Wellness Plan and Hawki Dental Pre-Paid Ambulatory Health Plan (PAHP)
Attachment J – Technical Proposal Response Guide
Required Content of Proposals

INTRODUCTION

This document provides questions and prompts for the Bidder to address their planned approach to meeting the requirements described in Attachment F, Section 2: Program-Specific Statements. References to “you,” “the Bidder,” “Bidders,” etc. all refer to the organization that is submitting a proposal in response to this RFP.

Exhibits or attachments should be clearly labeled for ease of reference and provided as separate documents. Your response to RFP Section 3.2.3 Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables, including your response to this guide, should be limited to 700 pages. Please see RFP Section 3.1 Bid Proposal Formatting for more information.

Throughout your response, please demonstrate why you are well suited for Iowa Medicaid services, Members, and Providers.

SECTION A – GENERAL

Please explain how you propose to execute Section A in its entirety and describe all relevant experience. As part of your response, please address the following items.

Questions?

