

1. Is provider enrollment included within the scope of this project? If not, how is that being managed today?  
**Answer:** Yes, provider enrollment is included. It is being handled currently by Jean Troop's staff.
2. Within the RFP documentation, you stated the implementation timeline should be no more than 8 weeks. Is this encompassing all of implementation (data migration, setup, configuration, testing, training, etc)? What is the date you would like to complete implementation?  
**Answer:** Ideally, by the end of September, first week October.
3. How many practice locations/clinics are included in the scope of this project?  
**Answer:** The locations should not be the vendor's concern. The process is handled by HR for all clinical staff working for GHS.
4. Are you currently credentialing for any telehealth providers?  
**Answer:** Yes, there is just one currently; however, the patient's locations are still in Michigan, not nationwide or multiple states.
5. What provider types do you complete credentialing for?  
**Answer:** Social Workers (BSW and MSW), Psychiatrists, RN's, Psychologists, Board Certified Behavioral Analyst, Occupational Therapist, Physical Therapist, Dieticians, Nurse Practitioners, Physician Assistants, LPNs, and Nurse Specialists, Clubhouse Generalists, Peer Support Specialists, Social Work Technician.
6. How many credentialing specialists are on your team?  
**Answer:** 3
7. On average, how many providers do you hire per year?  
**Answer:** 60 – this encompasses turnover.
8. Will you be willing to sign an NDA allowing us to share our SOC2 report as part of our response?  
**Answer:** Yes
9. Page 2 under "Objective"  
"A solution to streamline and manage the credentialing and privileging process for our clinical providers. GHS seeking a software platform that will automate all the manual processes" "improve quality to reduce errors, prevent losing revenue by ensuring the provider is fully credentialed and privileged within 1 week of starting employment"  
Who is doing the credentialing and privileging here?  
Is it the software or is it the staff?  
**Answer:** Staff
10. No software in the market is capable of automating all manual credentialing processes. For example, a software would not be able to follow up with payers or payer calls nor be able to screen gathered credentialing information for accuracy. So what do we mean by "all the manual processes"?

**Answer:** We're looking for a system that allows for sending reminders to providers, one that automates the credentialing packet for providers to complete, providing a dashboard to see where each provider is at in their process, a system that allows the approval committee to approve the provider, one that monitors licenses, sanctions, etc. Of course the communication of the C&P staff to payers will not be automated.

11. Page 2 under "Current Situation"

"The current credentialing and privileging process can take upwards of 30-60 days, which is not cost effective and frustrating to the provider who is ready to begin seeing consumers" Has there been turnover caused by delays in credentialing?

**Answer:** Yes

12. Page 3 under "Statement of Need"

"NCQA Accredited"

Meeting NCQA Accreditation is entirely dependent on your team. Our software can only help facilitate you meeting those standards - we work with many companies that comply with NCQA, but the software itself does not follow its guidelines as we support the entirety of healthcare, not just those who follow NCQA. Is that fine?

**Answer:** No. The NCQA standards must be met as per the requirement of Region 10.

<https://www.ncqa.org/programs/health-plans/credentialing/benefits-support/standards/>

13. "Compliance"

Exclusions, NPI, DEA, and state licenses automatically verify in our system. All others can be tracked but require initial manual input. What is the extent of automation that we are discussing here? Please clarify.

**Answer:** Correct, manual input would still occur to enter the information into the software.

14. What is "Q and A Document posting"?

**Answer:** On July 3<sup>rd</sup> answers to any questions received will be posted.

15. Page 6 under "Technical Proposal"

"Offeror shall detail all other services it operates under contract to any PIHP or CMHSP in the State of Michigan" Is this asking us to disclose a list of clients that we work with?

**Answer:** Yes, GHS would like to know whether the proposer does business with other agencies similar to GHS.

16. Page 7 under "Insurance Coverage"

"Offeror shall attach a Certificate of Workers' Disability Compensation insurance coverage." Why do we need workers comp insurance when there is no disability potential?

**Answer:** if there is the possibility for staff to be on-site to install system or to put on training classes (on-site) there is a need for WC coverage.

17. "Liability Insurance, throughout the contract period, the successful Offeror must provide the following insurance coverages" Is this requiring us to buy insurance for our software/services? Please clarify.

**Answer:** The proposer is to provide a standard certificate of insurance with GHS as a Certificate holder. This does not convey any special rights to GHS. This must include Professional Liability coverage “errors and omissions” coverage.

18. Page 7 under “Financial Health”

“Offerors must disclose information about their financial health. This information should be audited financial statements for the previous two (2) years of operation.”

Is this still required if we are not a public company? Releasing our finances could pose a huge risk to us as a business.

**Answer:** Yes, financial documents are required with all proposals. Not knowing the financial health of a supplier would pose a huge risk to GHS. It is at the proposer’s discretion what information is provided. Financial reporting can be kept confidential, submit the financial report as a separate file and every page of the submitted financial report must be labeled confidential.

19. Can you please confirm that the final submission can be emailed to [RFPreplies@genhs.org](mailto:RFPreplies@genhs.org)?

**Answer:** Yes you can submit your proposal to [RFPreplies@genhs.org](mailto:RFPreplies@genhs.org) or the BidNet portal.

20. It appears the (tentative) Award date is September 30, 2024 is that correct?

**Answer:** The award date will be dependent on how long it takes to review the proposals and receiving Board approval. September 30, 2024 is the target date for award.

21.