

Exhibit Five Readiness Review Topics

The organization the Department selects as its NEMT Broker will be required to successfully complete a "Readiness Review" prior to implementing the terms of its contract as contemplated by this RFP. The "Readiness Review" will be conducted in accordance with a schedule to be determined by the Department at the time that the Department negotiates its NEMT contract with the resultant Broker. It is anticipated that the Readiness Review will consist of a series of examinations some of which may be scheduled to begin soon after the execution of the contract. Nonetheless, all examinations, corrective action and extensions thereof will be completed by November 15, 2011 unless the Department formally, in writing, authorizes a different date.

The Department must notify the Broker in writing the results of the Readiness Review. If the Department determines that the Broker has failed the "Readiness Review" and issues such notice to the Broker, the Department at its option may take additional steps as are described in § 2.33 Performance Oversight and § 2.36 Termination Provisions.

The "Readiness Review will examine, at a minimum, the following functional competencies:

1. Key Personnel and Staff Resources

The organization the Department selects as its NEMT Broker will be required to demonstrate that it has employed sufficient and suitable personnel to accomplish the tasks as outlined in this RFP including Key Personnel to manage the following functions:

- a. Project Manager;
- b. Call Center;
- c. Operations - Network Maintenance; transportation provider enrollment management;
- d. Staff training;
- e. Prior Authorization, Claims Management, and Client Status Management;
- f. Quality Management, Utilization Review and Audit;
- g. Data Systems;
- h. Medical Review: Minimum qualifications shall include the ability to professionally converse with other medical personnel to establish the medical necessity for particular modes of transportation.

2. Task Related Policies and Procedures

The organization the Department selects as its NEMT Broker will be required to supply a complete set of policies and procedures (manual) applicable to the service contemplated by this RFP.

3. Client Status - Eligibility for Non-Emergency Medical Transportation Services

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its ability to accept data transfers and maintain client history.

4. Call Center - Automated Call Distribution (ACD) system - Call Management

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its automated call distribution system, menu structure, recording capability after hours, weekend and emergency backup capabilities and ease of access for clients.

5. Network Development/Subcontracts

The organization the Department selects as its NEMT Broker will be required to produce signed contracts with the livery and ambulance companies the Proposer proposes to contract with in its proposal and shall produce evidence of HP enrollment of the providers.

6. Livery and Ambulance Prior Authorization and Claims Authorization Processes

The organization the Department selects as its NEMT Broker will be required to demonstrate its livery and ambulance prior authorization and claims authorization processes. These processes shall include a review of the prior authorization protocol, turn around time and authorization of an alternative mode of transportation in the event of an ambulance denial, livery and ambulance PA data management system. The readiness test will include a demonstration of the Broker's interactive pa process with each livery and ambulance company with which it has a contract. Furthermore, the review will include an examination of the Broker's ability to screen claims and transmit HIPAA Compliant data to HP and the ability of the Broker to read HP "error" reports.

7. Transportation Request Approval and Verification Process

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its ability its NEMT client verification and trip approval process.

8. Ride Assignment and Dispatching

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its livery transportation electronic authorization/acceptance process

9. Staffing

The organization the Department selects as its NEMT Broker will be required to demonstrate that it has "sufficient qualified staff" 45 days prior to January 1, 2012 fully trained and hired to perform transitional work at least by December 1, 2011. The demonstration will include the department's evaluation of key personnel.

10. Payments to Subcontractors

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate that it has procedures and capacity to make timely payments to its subcontractors for services provided to clients who are “otherwise not eligible” and purchases for public transport and reimbursement mechanisms.

11. Staff and Transportation Provider Training and Procedures

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate and produce its in-service training program including operational procedures, manuals, forms and any other material used to train its staff for smooth operation of the NEMT responsibilities

12. Quality Management – Utilization Review

The organization the Department selects as its NEMT Broker will be required to provide its proposed QM Program and Implementation Plan that describes the QM program structure and outlines the QM objectives and planned projects.

13. Complaint Resolution and Grievance Procedures

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its practices to resolve client and provider complaints, and formal grievances and its method to respond to significant incidents and its computerized system to record all data associated with complaints, grievances and incidents. The organization will also discuss its analytical capability to examine data and outline corrective action for complaints, grievances and incidents.

14. NEMT Database and Data Interactivity with the Department’s Eligibility System, Systems Design and Architecture, Information System Functionality

The organization the Department selects as its NEMT Broker will be required to demonstrate its system design, architecture, system functionality and NEMT data base and interactive capability with the Department for all functions.

15. Reporting Requirements

The organization the Department selects as its NEMT Broker will be required to successfully demonstrate its reporting capabilities.

16. Project Implementation Timetable

The organization the Department selects as its NEMT Broker will be required to demonstrate project timetable considering any outstanding implementation issues.

17. Performance Bond

The organization the Department selects as its NEMT Broker will be required to produce a Performance Bond or Statutory Deposit in the amount of \$1,000,000.

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