

ARC Response to Healthcare and Aging Business Planning RFP

Questions and Answers

1. What are the determinants for requesting interviews from bidders?

Interviews are not typically part of the bidding process. However, if ARC has additional questions or needs more information to determine which proposal best meets our needs, ARC will request interviews with the top applicants.

2. The healthcare ecosystem is very diverse, and each sector requires a different marketing strategy. To ensure that bidders provide specific detail to maximize the development of the responses in this section and to ensure that the responses meet the defined proposal page limits, will ARC identify its highest priority targets within the healthcare industry in addition to Medicare Advantage plans?

No. As part of this contract ARC anticipates the chosen applicant will help evaluate potential targets in the region and advise on priority and direction.

3. Are there HCBS other than intake for which ARC is an established contractor with the GA Department of Community Health? If yes, for which services?

Intake and screening related to the Elderly and Disabled Waiver is the only service for which ARC has a contract with the GA Department of Community Health.

4. Is ARC seeking to expand service delivery beyond its current PSA for health care contracting purposes?

No. ARC is only looking at providing services in the 10-county metro Atlanta service area which includes Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, and Rockdale counties. However, if opportunities present themselves that reach outside of our area, ARC would look to partner with other AAAs in that identified service area.

5. Is ARC considering provision of services to populations outside the scope of the Older Americans Act (e.g., Medicaid aged, blind, disabled population)?

Yes.

6. Is ARC seeking to build healthcare business acumen knowledge for all staff or just for agency leadership? Will you provide an overview before the filing deadline about ARC's staff training and development initiatives to aid bidders in responding to the depth and breadth of training needed for ARC staff?

ARC is seeking to build healthcare business acumen knowledge for agency leadership and staff directly involved with the project. ARC will not be providing an overview about ARC's staff training and development initiatives.

7. Are the current ARC business plan and/or related documents available for review in preparation of the optimal response for this proposal?

ARC has engaged in a readiness assessment with the Aging and Disability Institute and some staff have received training through the Institute's Medicare Advantage Learning Collaborative. There is currently no business plan or other related documents available for review. ARC would like guidance on creation of a business plan as it relates to this work through this contract.

8. Is there public information available regarding the ARC's current healthcare relationships, e.g., pilots, grant funded work, direct contracting, etc.?

No. There is currently no comprehensive published information on ARC's current healthcare relationships, but ARC is currently working with several healthcare partners including a nationwide insurer and several local health systems to provide complex care coordination and coaching. In addition, several health systems subscribe to our resource database (ePRO) and ARC currently has 2 grants from health care payers to support our behavioral health coaching service.

9. Can you explain the differences in the deliverables the ARC is seeking for bullets 3 & 4 under Exhibit A III C (p. 3)?

ARC would like for the consultant to help ARC not only develop a list of services with proposed pricing to the providers (bullet 4), but would also like for the consultant to work with ARC staff to develop the value proposition and cost and value analysis (bullet 3) that will help us get to the provider pricing.

10. Is a description of the current ARC data platform utilized for reporting analyses, etc., available for bidders to review to develop the most comprehensive response to deliverables described in Exhibit A III D (p. 4)?

ARC currently utilizes WellSky Aging and Disability ([Aging and Disability Software - WellSky](#)) for collection of client, service, and fiscal data which is funded by the State Unit on Aging. Depending on the needs identified for data tracking and reporting, including partner requirements, ARC may consider using alternate data systems and/or modify the existing system to meet new needs. Chosen applicant will have full access, training and support to familiarize themselves with current platform being used.

11. Given the nature of consulting work, is ARC open to an alternative approach to proposed project budgeting?

We recommend that applicants follow the guidance provided in the RFP, however ARC would be willing to review and determine if an alternative approach is beneficial.

12. Given the current pandemic and travel/social distancing restrictions, is ARC open to video conferencing (e.g., Zoom, Microsoft Teams) as the primary form of face-to-face contact with consultants?

Yes, with current restrictions, ARC is open to video conferences instead of face-to-face contact.