

**REQUEST FOR INFORMATION  
DURABLE MEDICAL EQUIPMENT  
RETRIEVAL, REFURBISHING, AND REDISTRIBUTION PROGRAM**

**SECTION I: GENERAL INFORMATION**

**1.1 ANNOUNCEMENT**

The Oklahoma Health Care Authority (OHCA) is issuing this Request for Information (RFI) to obtain information regarding the creation and implementation of a statewide DME Retrieval, Refurbishing, and Redistribution Program. Interested parties may submit a response outlining their products and services available to address this need. OHCA appreciates the assistance of vendors in this effort.

**1.2 POINT OF CONTACT**

Oklahoma Health Care Authority  
4545 N. Lincoln Blvd Ste 124  
Oklahoma City, OK 73105  
Attention: Marilyn Barnard  
Phone: (405) 522-7319  
Fax: (405) 530-3284  
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**1.3 RFI CLOSING DATE**

All responses to this RFI will be reviewed if they are received at OHCA no later than 4:30 PM Central Daylight Time (CDT) on Monday, November 16, 2009. Responses may be mailed, e-mailed, hand-delivered or faxed to the addresses and numbers above. Responses received after the closing time and date may be reviewed depending on the needs of OHCA.

**1.4 ANTICIPATED CONTRACT TERM & RENEWAL OPTIONS**

This RFI does not obligate the State to release a bid to procure services to perform the retrieval, refurbishing, and redistribution of Durable Medical Equipment DME. However, should a bid be issued and awarded after the completion of the RFI process, the anticipated contract term would begin about December 1, 2010 with three (3) one-year renewal options.

**1.5 ACCEPTANCE OF REPOSES**

OHCA will accept all responses submitted according to the requirements and deadlines specified in the RFI.

**SECTION II: BACKGROUND**

OHCA administers the Oklahoma Medicaid Program, known as SoonerCare. The agency contracts with multiple types of health care providers to reimburse them for providing health care services and supplies and equipment to members in SoonerCare programs. SoonerCare programs include:

- **Traditional** - a comprehensive package of benefits that pays providers for services on a fee-for-service (FFS) basis.
- **Choice** – a medical home program with comprehensive benefits where members choose a primary care provider who receives a monthly payment for care coordination. All other services are reimbursed on a fee-for-service basis.
- **Insure Oklahoma (IO)** - a comprehensive package of benefits that requires members to share in the cost through premiums and co-payments. IO members choose a primary care

provider who is paid a monthly rate for case management. IO reimburses all other member benefits on a FFS basis, but services not rendered by the primary care provider may require a referral.

- **SoonerPlan** - a limited package of family planning benefits
- **Supplemental** - SoonerCare plan that provides medical benefits to supplement those services covered by Medicare (sometimes called “crossover”.)

In carrying out its responsibilities, OHCA strives to be a leader in improving the delivery of cost effective, appropriate, high quality healthcare options and services for all its members. OHCA provides certain DME items for adults and children which are authorized for use based on medical necessity criteria. Pursuant to federal law, OHCA as the State Medicaid Agency maintains exclusive ownership rights of all DME products approved for use by its SoonerCare members, even after the member dies or is otherwise no longer eligible for the Program. During its most recent session, the Oklahoma State Legislature enacted 56 Okla. Stat. § 1011.11 which directs the OHCA to develop and implement a durable medical equipment retrieval program. The legislation states, in part:

“The Oklahoma Health Care Authority shall develop and implement, no later than December 31, 2010, a durable medical equipment retrieval program that will allow the Authority to:

1. Retrieve durable medical equipment, purchased with Medicaid funds, from the Medicaid consumers who no longer utilize the equipment; and
2. Donate such equipment to community-based programs that will distribute the equipment to individuals who are disabled or elderly...”

### **SECTION III: SCOPE OF WORK OF POTENTIAL CONTRACT**

This section sets forth the nature and scope of the services requested under this RFI. OHCA is seeking information related to the creation of a statewide DME retrieval and recycling program to provide for an efficient and effective means of collecting DME from SoonerCare members no longer in need of the equipment and refurbishing the equipment to make it suitable for re-use by other SoonerCare members as well as elderly and disabled individuals in the community who are not otherwise eligible for SoonerCare.

The scope of work may include the following:

1. Establish a responsive equipment pick-up, clean-up, and delivery system;
2. Collaborate with DME providers and community-based programs to provide DME to individuals in need without charge;
3. Provide access of quality DME products to elderly and disabled individuals; and
4. Increase utilization of refurbished DME products to lower costs and stabilize SoonerCare expenditures.

### **SECTION IV: RESPONSE SUBMISSION**

#### **4.1 SUBMISSION OF RESPONSES**

Please make sure all responses clearly indicate the name, title, mailing address, and telephone number of the Respondent’s contact person for any questions. Please submit e-mail addresses and fax numbers if the Respondent’s contact person is available to answer questions via email or fax.

If possible, please limit responses to this RFI to twenty five (25) pages or less, not including the cover page or attachments. Responses should be formatted in a font no smaller than 12 point. Responses should be organized as follows:

1. Cover page with organization name and contact information;
2. Table of contents (optional);
3. Answers to questions numbered as below;
4. Cost estimate for services; and
5. Attachments - Please include attachments only if they clarify or elaborate on the answers to written questions. Please do not attach marketing material for your organization unless it specifically responds to one of the questions.

Please note that the Respondent is NOT required to answer all of the questions below. The Respondent may choose which questions to answer based on the organization's particular interest, expertise, and experience.

#### **4.2 QUESTIONS**

1. Please discuss your organization's willingness and ability to provide for a comprehensive DME retrieval and recycling program that meets OHCA's objectives as set forth above. Please describe your organization's willingness and ability to perform the following:
  - a. DME retrieval & delivery;
  - b. DME repair, cleaning and refurbishing;
  - c. Customer Service and Satisfaction (including training & support); and/or
  - d. Recipient identification & service delivery coordination.
  - (i) If your agency is not equipped to provide for all aspects of a comprehensive DME retrieval and recycling program, please discuss your organization's willingness and ability to participate in any or all of items 1a through 1d above.
  - (ii) In responding, please discuss current, or the development of, rules, policies, and/or procedures used by your organization in carrying out the functions above.
  - (iii) If NOT willing, please discuss why your organization is not willing or unable to provide for a DME retrieval and recycling program that meets OHCA's objectives.
2. Please describe any organizational procedures and administrative policies which support the ability or inability of your organization to participate in any or all aspects of the DME Retrieval Program, including your internal processes for ensuring compliance with the Health Insurance Portability and Accountability Act (HIPAA).
3. Please discuss the experience and qualifications of your organization that enables you to participate in the DME Retrieval Program.
4. Please describe any systems and/or software used by your organization that would be relevant to meet the needs of the DME Retrieval Program. This would include but not be limited to systems utilized to track and identify inventory, track utilization, and maintain confidential client files.
5. Please describe your current or potential geographic service area.
6. Please list the DME you determine is acceptable for retrieval and recycling? Please state your inclusion criteria.
7. What are your anticipated staffing needs? Describe your current or proposed organizational structure.
8. How would you ensure compliance with DME safety standards?

9. How would you ensure that equipment provided to non-SoonerCare members is distributed according to medical appropriateness?
10. Please share your current marketing plan, and describe how you would market the DME recycling program.
11. How would you train recipients in the proper use and care of refurbished DME?
12. How would you match and assign DME to non-SoonerCare members?

**4.3 COST ESTIMATE**

Please provide a general estimate of how you would calculate costs for the products and services outlined in Sections III and IV. This cost range does not bind nor obligate either party. The cost range is simply a tool to be utilized by OHCA to determine the cost effectiveness of contracting for services discussed in this RFI.

**4.4 DEMONSTRATION OF PRODUCTS AND SERVICES AND KEY PERSONNEL INTERVIEWS**

Based on the response to RFI questions, OHCA may invite some Respondents to make oral presentations and conduct demonstrations of some of their products and services. The OHCA may also request telephone interviews with key personnel at the Respondent companies.

**SECTION V: OTHER INFORMATION**

**5.1 COST OF PREPARING RESPONSES**

All costs incurred by the Respondent for responding to this RFI are the sole responsibility of the Respondent. The State will not reimburse any Respondent for any such costs.

**5.2 ANTICIPATED CONTRACT TERM**

The State reserves the right to withdraw the RFI at any time during the procurement process. Issuance of this RFI in no way obligates the State to award or issue a contract or to pay any costs incurred by any Respondent as a result of such a withdrawal.

**5.3 RETENTION OF RESPONSES**

All responses submitted in response to this RFI become the property of the State and will not be returned. All material submitted by Respondents becomes the irrevocable and sole property of the State of Oklahoma.

All responses submitted and all information contained therein shall be subject to the Oklahoma Open Records Act, 51 Okla.Stat. §§ 24A.1 et seq. (1991).