



DEPARTMENT OF HEALTH

Puerto Rico Medicaid Program

Public Notice of Upcoming Request for Proposals (RFP)

Puerto Rico Department of Health Puerto Rico Medicaid Program

Provider Services: RFP-PRMP-MES-PS-007

The Puerto Rico Medicaid Program (PRMP) is pleased to announce the upcoming release of a Request for Proposal (RFP) for Provider Services. As part of our ongoing commitment to enhancing the quality of care and service delivery, this Provider Services RFP seeks support for PRMP in supporting providers in administering the Puerto Rico Medicaid State Plan. As part of our ongoing commitment to enhancing the quality of care and service delivery within the Medicaid program, this RFP will seek innovative services and solutions that support the effective and efficient administration of provider services for our Medicaid program.

The following provides details on PRMP's upcoming Provider Services RFP:

Anticipated RFP Release Date: On or before October 4, 2024

Proposal Submission Date: November 1, 2024 or four weeks subsequent to RFP publication

Anticipated Scope: PRMP is looking for a qualified vendor to supply System, Processing, and Monitoring (SPM) support as well as advisory services for the provider services area of the program. Initial descriptions of the requested scope are detailed below, and additional detail will be provided within the RFP.

SPM support will require:

- Developing and administering a training curriculum as well as communicating with providers regarding training needs.
- Collaborating with PRMP and the provider community in leveraging the Provider Enrollment Portal to enroll providers and maintain information necessary to support their enrollment and/or termination.
- Conducting all site visits and screenings for providers applying for enrollment and to monitor and address findings from screenings.
- Tracking and addressing provider inquiries
- Helping to ensure adherence to provider quality and compliance standards

Advisory services will require providing PRMP, ASES, MCOs, and the provider community with provider subject matter expertise, system oversight, and training and outreach in response to system changes and/or enrollment support. The awarded vendor is also expected to support MCOs as issues and/or inquiries arise.

PRMP is also anticipating that as a part of the vendors initial onboarding they will need to produce a start-up plan that helps assess PRMP's provider services needs and helps to align those needs with the awarded vendor's scope. Further, PRMP will be requiring the awarded vendor to provide project management for their services as well as a plan to transition their services at the close of the contract.

The initial contract term will be for two years and will include two optional one-year extensions.

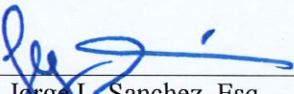
Eligibility:

Qualified vendors with experience supporting Medicaid Programs and their Providers or other large-scale healthcare services systems are encouraged to participate. Additional detail on eligibility requirements will be found within the solicitation.

How to Apply:

Once the RFP is released, full details, including submission requirements and timelines will be available within the solicitation at <https://medicaid.pr.gov/Home/NotificacionServiciosProfesionales/>.

We encourage all interested vendors to notify the PRMP procurement office (Medicaid.procurement@salud.pr.gov) of their interest in this opportunity and to monitor the procurement website (at the link above) for updates.



Jorge L. Sanchez, Esq.
Procurement Oversight Lead
Medicaid Program
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