

Product-specific questions are omitted and may be addressed during the live demo presentations of Applicants who are invited to participate.

Questions about CBH Data Systems are answered within documents made upon request. If you would like access to these documents, please contact Hans Leach at hans.leach@phila.gov. You must complete a non-disclosure agreement (NDA) before receiving access to this information.

Administrative

1. **Q:** What SOX (Sarbanes Oxley) or HIPAA compliances do you follow?

A: CBH complies with all HIPAA requirements for Covered Entities.

2. **Q:** Is CBH acting as a third-party administrator (TPA) for HealthChoices?

A: CBH is a behavioral health managed care organization (BH-MCO) under PA HealthChoices.

3. **Q:** Is CBH amenable to a 1:1 discussion with applicants before the RFP due date to discuss the scope of RFP requirements?

A: No.

4. **Q:** Will CBH be hosting an all-vendor call to address questions? If so, when?

A: No.

General

1. **Q:** Does CBH currently have a member or provider portal?

A: No.

2. **Q:** How many portal logins are anticipated?

A: There will be three groups of users: members, providers, and CBH staff. The exact number of logins is unknown, but additional information about members and providers is below.

Provider Portal: This is hard to determine because we have 190+ corporate providers with over 700 service locations. Also, different staffs manage different tasks on the provider side, so they will need multiple logins. The provider administrator for each location will be tasked with creating logins for the providers.

Member Portal: There are about 765,000 eligible members for CBH services and about 100,000 members utilizing services. We expect that member use of the portal and usage of logins will increase over time.

3. **Q:** Are you looking to replace an existing database and software tool for accomplishing business processes?

A: At this time, the portal will not be replacing an existing database.

4. **Q:** Is CBH okay with a health plan member engagement solution, including member and provider portals that has not been implemented for a behavioral plan?

A: As noted in Section 3.11, applicants with experience working with MCOs and other insurance payers are favored, but it is not a requirement for consideration.

Member Portal

1. **Q:** What does “Utilize Screening Tools” (page 5) refer to?

A: CBH currently hosts [screening tools](#) on our public website and would like to make this service available to members via the portal.

Provider Portal

1. **Q:** Will the CBH network providers send clinical communications to their patients through the proposed CBH provider and member portal?

A: Upon initial release, providers will not be able to communicate with members via either portal; this includes push/pull communications between members/providers.

2. **Q:** Are CBH’s contracted network providers solely dedicated to CBH for providing behavioral health/medical services to Medicaid recipients, or do the providers do business with other government and commercial insurance?

A: Providers can have multiple business lines.

3. **Q:** Will the providers need prescribing privileges for standard or controlled substances as part of this RFP?

A: No.

4. **Q:** Will providers need the ability to place medical orders for labs, imaging, or procedures as part of this RFP?

A: No.

EHR/Telehealth

Electronic Health Record (EHR) and Telehealth platform capabilities are not required in response to this RFP. Portals will need to be adaptable for future needs identified by CBH at a later date.

Technical

1. **Q:** What other apps are you interested in integrating with?

A: The CBH Architecture specifications can be accessed via NDA, as mentioned in the RFP.

2. **Q:** What SSO protocols must be supported for integrating sign-on to other third-party services?

A: CBH uses Okta (OAuth 2.0/OIDC) for Single Sign-On for CBH staff across various applications, including 3rd party applications. This same authentication will be required for the portals.

3. **Q:** Will CBH review and approve/deny referral requests that come through the provider portal and respond to the provider and the member regarding the approval/denial, or is there another entity reviewing the referral requests?

A: CBH reviews all referrals through existing systems.

4. **Q:** Will CBH receive claims from the provider portal and adjudicate the claims electronically for Medicaid via the provider and member portals?

A: CBH currently has an electronic server that receives and adjudicates claims.

5. **Q:** Is interoperability with out-of-network clinics and providers required?

A: CBH has an open network.