General Program Questions:

- What is the total number of eligible members in the Land of Sky region for the transportation program discussed in this RFP? 814
- What Medicaid populations would this contract serve? Does this program serve dual eligible populations? MEDICAID DIRECT, YES
- Are there trip or eligibility limitations for this program? (Ie, members are allowed a certain number of trips annually) NO
- Is any technology currently being used to manage the NEMT program? If not, can you describe the current SOPs? YES PTMS
- What is the historical annual trip volume for this program in the Land of Sky region? 77016 IN MARCH 2024
  - What is the monthly trip volume by level of service/mode of transportation? (ie, Ambulatory, wheelchair, stretcher, bus, etc.) 778 IN MARCH 2025, AMB & WHEELCHAIR
- Is member gas mileage reimbursement (GMR) part of this program? If so, will features supporting GMR be required? YES
- How many contracted transportation providers are currently in the Land of Sky network? 12
  - Do you know how many vehicles are available across all of them? Varies
  - Do you know if any of the providers are currently digitized? (Using a digital dispatch system to manage their fleets and trips) NO
- Are there particular regions where finding suitable transportation providers to service trips is challenging? If so, please advise which regions. NO
- What is the average cost per trip for this program across all levels of service, excluding public transportation? N/A
- What is the average trip length across the program? N/A
- What is the grievance rate for the program and what is the resolution process? N/A
- Would LOSRC be interested in having self service scheduling applications available for beneficiaries eligible for this program? No
- Can you please describe your current prior authorization SOP? Is authorization required for all trips? Prior authorization is not needed as long as trips are scheduled for an eligible Medicaid member to a provider providing Medicaid billable services.
- Can you clarify the provider billing procedure for this program? Are transportation providers required to submit claims, or do they submit invoices which are then converted to an encounter file for NC Tracks? They submit invoices which are then converted for NC Tracks.

RFP/Technology Specific Questions:

- How many unique case workers do you anticipate will require access to the platform selected from this RFP? Four case workers and multiple vendors will need access to the vendor portal.
- Can you elaborate on how the recertification form letter described in the "Caseworker Reports" section is structured and the information required for it? This is a word document outlining the steps the Medicaid member must take to be recertified for transportation services.
- In the "Casework Reports" section, the requirement for various report types involving "Client Active/End Dates": is this referring to a client's Medicaid eligibility or eligibility for transportation services specifically? Transportation services specifically
- What is the use case for the provider report referenced in "Billing Reports, Section B"? Would it be suitable for transportation providers to have access to these kinds of reports through the Provider Portal? No
- What are the necessary fields required for "Case Worker Information" referenced in "Client Needs, Section I"? (ie, Name, ID number, etc) Name and phone

-What is the anticipated ride volume? AROUND 800 PER MONTH
-What service levels will you be scheduling? (ALS, BLS, Wheel chair, Med Sedan, etc.) AMB & WHEELCHAIR
-Do you need the ability to schedule standing orders (For dialysis, etc.)? YES
-Do you require the vendor to be able to manage the credentials of the service providers in the network? YES
-Is there a need for Uber/Lyft to be part of the transportation network? Will it be part of the launch? NO
-Do you have completed ride data from previous years? WE HAVE MONTHLY PROVIDER INVOICES
-What is the evaluation criteria? Robust functions, ease of use, inclusion of all RFP guidelines
-Will any of the information shared in the RFP be shared with persons outside of your organization? No
-How much information do you provide on the final decision? In the event of a losing bid, will you offer the chance to rebid, or offer a feedback session? Land of Sky reserves the right to rebid, and a feedback session can be requested. We will work with each company to provide feedback that is most appropriate.
-Does each criteria carry equal weighting? Yes
-What is the anticipated date a decision will be made? We anticipate making a decision within two weeks of the close of the bidding process.
-What is the desired date of launching the project? We are losing support of our current system as of June 30, 2025, and will need to move forward with a new system as soon as possible after that date.
-Under the "Provider Portal" section, the second requirement states that, "System must have the ability to interface with portal, including accessing information from providers". Can you provide more detail on the portal referenced here? WE HAVE A WEB BASED

PORTAL- TRIPS SCHEDULED AUTOMATICALLY GOES TO PROVIDER PORTAL, THAT IS HOW THEY SEE THEIR TRIPS WE HAVE SCHEDULED

Active cases: 780
Trips scheduled (average of last three months): 4133
Trips taken (average of last three months): 3032

Yes, each leg of a trip is considered one way.