



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.



Clinically driven. Client focused. Value-based.

June 8, 2009

Roberta Wagner, Senior Buyer
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

RECEIVED

2009 JUN 10 P 8:15

PURCHASING DIVISION
STATE OF WV

Re: RFQ No. BMS90007 – Utilization Management and Prior Authorization Services

Dear Ms. Wagner:

Please find attached the Keystone Peer Review Organization, Inc. (KePRO) response to the above referenced Request for Quotation (RFQ) to provide all utilization management and prior authorization services for the Bureau for Medical Services (BMS), the Bureau for Behavioral Health and Health Facilities (BHFF), and the Bureau for Children and Families (BCF). With this response, submitted in two separate and sealed files of Technical Proposal and Cost Proposal, we offer BMS comprehensive, robust and tailored experience as well as a performance history of cost savings that last year yielded a 9:1 return on investment (ROI) for our state Medicaid customers, saving them collectively over \$137 million. We are currently tracking a similar ROI for 2009.

In preparing and submitting this response, KePRO asserts that we:

- Accept all terms and conditions as stated in the RFQ
- Attended the mandatory prebid conference on February 11, 2009 in Charleston
- Have completed and filed *Form WV-1 – Vendor Registration and Disclosure Statement*
- Acknowledge all addenda for this RFQ as indicated by the signed addenda forms included in the Technical Proposal
- Additionally acknowledge the West Virginia State Government HIPAA Business Associate Addendum as part of the agreement
- Acknowledge that prices quoted in the Cost Proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided for adjustment in the original contract
- Nor any entity, agency or person associated with KePRO is debarred or suspended from conducting business with any federal or state agency of the United States of America
- Presently have no actual or potential organizational, officer, member or employee conflicts of interest related to the services to be provided under this solicitation
- Shall periodically inquire of our officers, members and employees concerning such conflicts of interest and shall promptly present any confirmed conflicts to BMS.

As demonstrated throughout our response, KePRO is exceptionally qualified for full performance of this contract as one of the largest and most experienced federal, state and local government review vendors in the nation, with more than 23 years of experience as a leading peer review, quality improvement and care management organization. Founded in 1985 and headquartered in Harrisburg, Pennsylvania, KePRO is a national total population health management company whose solutions integrate innovative information technology, actionable bias free analytics, and the medical home concept to improve health outcomes while reducing health care administrative costs for our clients. We are URAC accredited in health utilization management and case management, and are licensed by the Department of Labor to perform medical review in all 29 states that require licensure.

Overall, KePRO has assessed health care in some capacity for nearly 17 million lives in both the public and commercial marketplaces. We review over 900,000 cases per year through six Medicaid contracts in four states and as the Quality Improvement Organization (QIO) for Medicare in Ohio. Our six offices – Harrisburg, Tampa, Baltimore, Cleveland, Nashville, and Richmond – are home to over 300 clinicians and other dedicated professionals with proven performance and experience in medically necessary review, socially necessary review, and utilization management. Additionally, KePRO has extensive experience in successfully transitioning contracts from previous vendors and implementing new contracts, and can meet or exceed all requirements for implementation of this contract as established by BMS.

In reference to this solicitation and as confirmed separately in the signed Acknowledgment Addenda following this cover letter, we also acknowledge receipt of the following addenda:

ADDENDUM NUMBER	DATE
Addendum No. 1	February 5, 2009
Addendum No. 2	February 13, 2009
Addendum No. 3	March 6, 2009
Addendum No. 4	March 23, 2009
Addendum No. 5	April 7, 2009
Addendum No. 6	May 5, 2009
Addendum No. 7	May 10, 2009
Addendum No. 8	May 15, 2009
Addendum No. 9	May 29, 2009

KePRO is honored to respond to this opportunity to provide effective and proven utilization management and prior authorization services for BMS. I am authorized to speak on behalf of KePRO, and I thank you for your earnest and full consideration of our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "J.A. Dougher". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Joseph A. Dougher, Chief Executive Officer
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Harrisburg, PA 17111
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