

SNAH Cost Narrative

The Bureau for Medical Services (BMS) seeks a broker capable of delivering a Non-Emergency Medical Transportation (NEMT) program that is transparent, accountable, and sustainable for Medicaid members and the Office of Drug Control Statewide Transportation Program. SNAH Healthcare Software Management is proud to submit a cost proposal designed to meet these objectives and safeguard every Medicaid dollar for the State of West Virginia.

Unlike traditional brokers that rely on manual processes and delayed audits, SNAH was built as a compliance-first, technology-driven solution. Our cost model reflects not only the expense of trips but also the safeguards that ensure funds are properly managed and returned when unused.

Key cost-control features include:

- Real-Time Fraud Prevention

Every trip is GPS-tracked and verified at both pickup and drop-off with a one-time passcode (OTP). This prevents billing errors and eliminates “ghost rides” before they occur.

- Full Transparency for the State

The proprietary SNAH Wallet gives BMS live visibility into per-member spending, utilization trends, and anomalies. Medicaid officials can see how dollars are used in real time, with no blind spots.

- Automatic Return of Unused Funds

If a member passes away, disenrolls, or does not utilize their full allocation, the remaining funds are automatically returned to the payer. This ensures Medicaid dollars are never lost or wasted.

- Sustainable Pricing Model

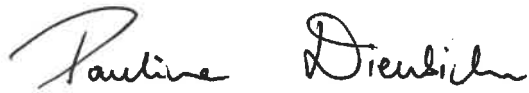
While some bidders may underprice services and later request rate increases, SNAH's pricing is realistic, data-driven, and sustainable for the full contract term. This stability protects the State from mid-contract disruptions and ensures

members continue to receive dependable service.

By combining operational efficiency with technology safeguards, SNAH ensures that more trips can be provided at a lower overall program cost. Our approach aligns directly with BMS' priorities: increasing access, preventing fraud, and containing costs while maintaining uncompromising quality of care.

SNAH is prepared to deliver a smooth transition and enhanced services for the new contract term. Partnering with SNAH offers West Virginia the lowest risk, strongest protections, and highest accountability available in today's market.

SNAH has provided the required Attachment A: Cost Sheet on the following pages.

A handwritten signature in cursive script, reading "Pauline Drenth".

9/24/2025

NEMT: Services for Bureau for Medical Services (BMS), including Medicaid and West Virginia Children's Health Insurance Program (WV CHIP)

Section 1 - Implementation Cost (All-Inclusive)-3 Months

Expense	Total Cost
1. Implementation	\$900,000.00
Total Not To Exceed Cost	\$900,000.00

Section 2 – Operations Cost

Member Volume	A. Months	B. PMPM Rate	C. Total Annual Cost Base Year 1 (9 Months) Optional Renewal Years (12 Months)
Base Year 1			
1-300,000 members (300,000 Multitplier)	9	\$7.10	19,170,000.00
300,001-330,000 members (330,000 Multitplier)	9	\$7.30	21,681,000.00
330,001-360,000 members (360,000 Multitplier)	9	\$7.50	24,300,000.00
360,001-390,000 members (390,000 Multitplier)	9	\$7.70	27,027,000.00
390,001-420,000 members (420,000 Multitplier)	9	\$7.90	29,862,000.00
420,001-450,000 members (450,000 Multitplier)	9	\$8.10	32,805,000.00
450,001-480,000 members (480,000 Multiplier)	9	\$8.40	36,288,000.00
480,001-510,000 members (510,000 Multitplier)	9	\$8.45	38,785,500.00
510,001-540,000 members (540,000 Multitplier)	9	\$8.35	40,581,000.00
540,001-570,000 members (570,000 Multitplier)	9	\$8.30	42,579,000.00
570,001-600,000 members (600,000 Multitplier)	9	\$8.20	44,280,000.00
≥ 600,001 members (600,001 Multitplier)	9	\$7.25	39,150,065.25
Subtotal Base Year 1			\$377,338,565.25

**Optional
Renewal
Year 1**

1-300,000 members (300,000 Multitplier)	12	\$7.40	26,640,000.00
300,001-330,000 members (330,000 Multitplier)	12	\$7.65	30,294,000.00
330,001-360,000 members (360,000 Multitplier)	12	\$7.95	34,344,000.00
360,001-390,000 members (390,000 Multitplier)	12	\$8.35	39,078,000.00
390,001-420,000 members (420,000 Multitplier)	12	\$8.80	44,352,000.00
420,001-450,000 members (450,000 Multitplier)	12	\$8.44	45,576,000.00
450,001-480,000 members (480,000 Multiplier)	12	\$8.65	49,824,000.00
480,001-510,000 members (510,000 Multitplier)	12	\$8.55	52,326,000.00
510,001-540,000 members (540,000 Multitplier)	12	\$8.50	55,080,000.00
540,001-570,000 members (570,000 Multitplier)	12	\$8.45	57,798,000.00
570,001-600,000 members (600,000 Multitplier)	12	\$7.81	56,232,000.00
≥ 600,001 members (600,001 Multitplier)	12	\$7.40	\$53,280,088.80
Subtotal Optional Renewal Year 1			\$544,824,088.80

**Optional
Renewal
Year 2**

1-300,000 members (300,000 Multitplier)	12	\$7.60	\$27,360,000
300,001-330,000 members (330,000 Multitplier)	12	\$7.82	\$30,967,200.00
330,001-360,000 members (360,000 Multitplier)	12	\$8.12	\$35,078,400.00
360,001-390,000 members (390,000 Multitplier)	12	\$8.65	\$40,482,000.00
390,001-420,000 members (420,000 Multitplier)	12	\$9.00	\$45,360,000.00
420,001-450,000 members (450,000 Multitplier)	12	\$8.89	\$48,006,000.00
450,001-480,000 members (480,000 Multiplier)	12	\$9.10	\$52,416,000.00
480,001-510,000 members (510,000 Multitplier)	12	\$8.95	\$54,774,000.00
510,001-540,000 members (540,000 Multitplier)	12	\$8.85	\$57,348,000.00

540,001-570,000 members (570,000 Multitplier)	12	\$8.55	\$58,482,000.00
570,001-600,000 members (600,000 Multitplier)	12	\$8.04	\$57,888,000.00
≥ 600,001 members (600,001 Multitplier)	12	\$7.60	\$54,720,091.20
Subtotal Optional Renewal Year 2			\$562,881,691.20

**Optional
Renewal
Year 3**

1-300,000 members (300,000 Multitplier)	12	\$8.00	\$28,800,000.00
300,001-330,000 members (330,000 Multitplier)	12	\$8.10	\$32,076,000.00
330,001-360,000 members (360,000 Multitplier)	12	\$8.29	\$35,812,800.00
360,001-390,000 members (390,000 Multitplier)	12	\$8.67	\$40,575,600.00
390,001-420,000 members (420,000 Multitplier)	12	\$9.50	\$47,880,000.00
420,001-450,000 members (450,000 Multitplier)	12	\$9.15	\$49,410,000.00
450,001-480,000 members (480,000 Multiplier)	12	\$9.55	\$55,008,000.00
480,001-510,000 members (510,000 Multitplier)	12	\$9.30	\$56,916,000.00
510,001-540,000 members (540,000 Multitplier)	12	\$9.25	\$59,940,000.00
540,001-570,000 members (570,000 Multitplier)	12	\$8.74	\$59,781,600.00
570,001-600,000 members (600,000 Multitplier)	12	\$8.22	\$59,184,000.00
≥ 600,001 members (600,001 Multitplier)	12	\$8.00	\$57,600,096.00
Subtotal Optional Renewal Year 3			\$582,984,096.00

**Optional
Renewal
Year 4**

1-300,000 members (300,000 Multitplier)	12	\$8.10	\$29,160,000.00
300,001-330,000 members (330,000 Multitplier)	12	\$8.25	\$32,670,000.00
330,001-360,000 members (360,000 Multitplier)	12	\$8.43	\$36,417,600.00
360,001-390,000 members (390,000 Multitplier)	12	\$8.81	\$41,230,800.00
390,001-420,000 members (420,000 Multitplier)	12	\$9.60	\$48,384,000.00

420,001-450,000 members (450,000 Multitplier)	12	\$9.30	\$50,220,000.00
450,001-480,000 members (480,000 Multiplier)	12	\$9.60	\$55,296,000.00
480,001-510,000 members (510,000 Multitplier)	12	\$9.50	\$58,140,000.00
510,001-540,000 members (540,000 Multitplier)	12	\$9.45	\$61,236,000.00
540,001-570,000 members (570,000 Multitplier)	12	\$8.95	\$61,218,000.00
570,001-600,000 members (600,000 Multitplier)	12	\$8.55	\$61,560,000.00
≥ 600,001 members (600,001 Multitplier)	12	\$8.10	\$58,320,097.20
Subtotal Optional Renewal Year 4			\$593,852,497.20

**Optional
Renewal
Year 5**

1-300,000 members (300,000 Multitplier)	12	\$8.15	\$29,340,000.00
300,001-330,000 members (330,000 Multitplier)	12	\$8.30	\$32,868,000.00
330,001-360,000 members (360,000 Multitplier)	12	\$8.49	\$36,676,800.00
360,001-390,000 members (390,000 Multitplier)	12	\$8.95	\$41,886,000.00
390,001-420,000 members (420,000 Multitplier)	12	\$9.65	\$48,636,000.00
420,001-450,000 members (450,000 Multitplier)	12	\$9.60	\$51,840,000.00
450,001-480,000 members (480,000 Multiplier)	12	\$9.65	\$55,584,000.00
480,001-510,000 members (510,000 Multitplier)	12	\$9.55	\$58,446,000.00
510,001-540,000 members (540,000 Multitplier)	12	\$9.64	\$62,467,200.00
540,001-570,000 members (570,000 Multitplier)	12	\$8.95	\$61,218,000.00
570,001-600,000 members (600,000 Multitplier)	12	\$8.60	\$61,920,000.00
≥ 600,001 members (600,001 Multitplier)	12	\$8.15	\$58,680,097.80
Subtotal Optional Renewal Year 5			\$599,562,097.80
Total Section 2: Operation Cost			\$3,261,443,036.25

Grand Total Cost of Contract (Total Section 1 & Section 2)	\$3,262,343,036.25		
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Notes:

- 1.) Cost information detailed in the RFP must be submitted in a separate sealed envelope. Cost should be clearly marked.
- 2.) Vendors are to use their business expertise in pricing the work described in this RFP, taking into consideration any intervening steps or activities that must be performed in order to complete the work and offer their rates accordingly, even if BMS does not explicitly identify those intervening steps or activities in this RFP.
- 3.) The Vendor shall be paid an Implementation price of the amount specified in the Vendor's proposal set forth in Attachment A. Payment of the implementation cost of the contract shall be made by BMS in accordance with Appendix 5 (Milestones, Deliverables, and Payments) during the implementation phase of the contract. The amount paid for implementation costs shall not exceed the amount bid in this section. Implementation period must not exceed 3 months.
- 4.) The cost proposal will be evaluated based on the Total Cost of Contract. The cost bid should include all anticipated training, travel and related expenses, including supplies and general administrative expenses.
- 5.) All activities related to implementation must be completed prior to operational start date
- 6.) The number of months in the operational base year one has been determined to be 9 months to allow for 3-month implementation.
- 7.) During the Operation Phase of the Contract, the Vendor will be paid on a monthly basis in accordance with the Vendor's bid Per Member Per Month (PMPM) price proposals as set forth in Attachment A, which shall be firm and fixed for the period of the Contract. **The PMPM will be paid based on the actual monthly Medicaid enrollment.** No specific or lump sum payment shall be made by BMS for Close-out and Turnover activities, whether the Vendor performs those activities before or after the date of Contract termination.
- 8.) Annual totals will be calculated by members (highest number in cell range) X months X PMPM.
Sub-totals will be reached by the addition of all cells in the subsequent section (Base year 1, Optional Renewal year 1, etc.,)
- 9.) The Vendor must agree to price individual tiers on the pricing page with no more than a 20% variance between the individual tiers.

SNAH Healthcare Software Management
(Company)

Paulina Wierzbicka, President
(Representative Name, Title)

800-666-6293 ext 810
(Contact Phone/Fax Number)

9/24/2025
(Date)

Paulina Wierzbicka
9/24/2025



Statewide Transportation Program
Includes services for: Office of Drug Control Policy (ODCP) and Bureau for Behavioral Health (BBH)
Implementation Cost (All-inclusive)-Three months
\$15,000.00
TIERED OPERATION COST**

	Number of miles completed per month	Per Mile Rate	Number of months	Annual cost
Opt. Base Year 1*	0-50,000 (Multiplier of 50,000)	\$1.85	9	\$832,500.00
	50,001-150,000 (Multiplier of 150,000)	\$1.85	9	\$2,497,500.00
	150,001-250,000 (Multiplier of 250,000)	\$1.85	9	\$4,162,500.00
	250,001-350,000 (Multiplier of 350,000)	\$1.85	9	\$5,827,500.00
	350,001-450,000 (Multiplier of 450,000)	\$1.85	9	\$7,492,500.00
	450,001-500,000 (Multiplier of 500,000)	\$1.85	9	\$8,325,000.00
	500,001+ (Multiplier of 500,001)	\$1.85	9	\$8,325,016.65
	Subtotal Base Year 1			\$37,462,516.65
Opt. Renewal Yr 1	0-50,000 (Multiplier of 50,000)	\$1.87	12	1,122,000.00
	50,001-150,000 (Multiplier of 150,000)	\$1.87	12	3,366,000.00
	150,001-250,000 (Multiplier of 250,000)	\$1.87	12	5,610,000.00
	250,001-350,000 (Multiplier of 350,000)	\$1.87	12	7,854,000.00
	350,001-450,000 (Multiplier of 450,000)	\$1.87	12	10,098,000.00
	450,001-500,000 (Multiplier of 500,000)	\$1.87	12	11,220,000.00
	500,001+ (Multiplier of 500,001)	\$1.87	12	11,220,022.44
	Subtotal Opt. Renewal Year 1			\$50,490,022.44
Opt. Renewal Yr 2	0-50,000 (Multiplier of 50,000)	\$1.89	12	1,134,000.00
	50,001-150,000 (Multiplier of 150,000)	\$1.89	12	3,402,000.00
	150,001-250,000 (Multiplier of 250,000)	\$1.89	12	5,670,000.00
	250,001-350,000 (Multiplier of 350,000)	\$1.89	12	7,938,000.00
	350,001-450,000 (Multiplier of 450,000)	\$1.89	12	10,206,000.00
	450,001-500,000 (Multiplier of 500,000)	\$1.89	12	11,340,000.00
	500,001+ (Multiplier of 500,001)	\$1.89	12	11,340,022.68
	Subtotal Opt. Renewal Year 2			\$51,030,022.68
Opt. Renewal Yr 3	0-50,000 (Multiplier of 50,000)	\$1.91	12	1,146,000.00
	50,001-150,000 (Multiplier of 150,000)	\$1.91	12	3,438,000.00
	150,001-250,000 (Multiplier of 250,000)	\$1.91	12	5,730,000.00
	250,001-350,000 (Multiplier of 350,000)	\$1.91	12	8,022,000.00
	350,001-450,000 (Multiplier of 450,000)	\$1.91	12	10,314,000.00
	450,001-500,000 (Multiplier of 500,000)	\$1.91	12	11,460,000.00
	500,001+ (Multiplier of 500,001)	\$1.91	12	11,460,022.92
	Subtotal Opt. Renewal Year 3			\$51,570,022.92
Opt. Renewal Yr 4	0-50,000 (Multiplier of 50,000)	\$1.93	12	1,158,000.00
	50,001-150,000 (Multiplier of 150,000)	\$1.93	12	3,474,000.00
	150,001-250,000 (Multiplier of 250,000)	\$1.93	12	5,790,000.00
	250,001-350,000 (Multiplier of 350,000)	\$1.93	12	8,106,000.00
	350,001-450,000 (Multiplier of 450,000)	\$1.93	12	10,422,000.00
	450,001-500,000 (Multiplier of 500,000)	\$1.93	12	11,580,000.00
	500,001+ (Multiplier of 500,001)	\$1.93	12	11,580,023.16
	Subtotal Opt. Renewal Year 4			\$52,110,023.16
Opt. Renewal Yr 5	0-50,000 (Multiplier of 50,000)	\$1.95	12	1,170,000.00
	50,001-150,000 (Multiplier of 150,000)	\$1.95	12	3,510,000.00
	150,001-250,000 (Multiplier of 250,000)	\$1.95	12	5,850,000.00
	250,001-350,000 (Multiplier of 350,000)	\$1.95	12	8,190,000.00
	350,001-450,000 (Multiplier of 450,000)	\$1.95	12	10,530,000.00
	450,001-500,000 (Multiplier of 500,000)	\$1.95	12	11,700,000.00
	500,001+ (Multiplier of 500,001)	\$1.95	12	11,700,023.40
	Subtotal Opt. Renewal Year 5			\$52,650,023.40

Total Implementation and all Operations
\$15,000.00
Optional base year 1=3 months Implementation+9 months Operations
****Tiered Operations Cost should include all commodities/services needed for operations**

- 1.) Annual totals will be calculated by miles (highest number in cell range) X per mile rate X months.
- 2.) Sub-totals will be reached by the addition of all cells in the subsequent section (Base year 1, Optional Renewal year 1, etc.,
- 3.) Vendor will add all subtotals + implementation cost to reach total cost.
- 4.) The State reserves the right to utilize or cancel either or both of the optional services at anytime, with advance notice.
- 5.) The Vendor must agree to price individual tiers on the pricing page with no more than a 20% variance between the individual tiers.

NEMT Total Section 1&2		\$3,262,343,036.25
Total Implementation and all Operations-STP		\$295,327,631.25
Grand Total NEMT+STP=		\$3,557,670,667.50

1.) Grand total will be reached by adding all NEMT costs+ all STP costs.