



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia Master Agreement

Order Date: 06-06-2023

CORRECT ORDER NUMBER MUST
 APPEAR ON ALL PACKAGES, INVOICES,
 AND SHIPPING PAPERS. QUESTIONS
 CONCERNING THIS ORDER SHOULD BE
 DIRECTED TO THE DEPARTMENT
 CONTACT.

Order Number:	CMA 0506 2825 FLC1021949A 2	Procurement Folder:	1034568
Document Name:	CHANGE ORDER 01	Reason for Modification:	Change Order 01 To Renew Contract
Document Description:	ORIGINAL PROCUREMENT FOLDER 1021949		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2022-05-15
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2024-05-14

VENDOR		DEPARTMENT CONTACT	
Vendor Customer Code:	000000181854	Requestor Name:	Jolynn Marra
MICHIGAN PEER REVIEW ORGANIZATION 625 KENMOOR AVENUE SE		Requestor Phone:	(304) 957-5703
GRAND RAPIDS MI 49546 2395 US		Requestor Email:	jolynn.marra@wv.gov
Vendor Contact Phone:	2484657363	<div style="font-size: 48px; font-weight: bold;">23</div> <div style="font-size: 24px; font-weight: bold;">FILE LOCATION</div>	
Extension:			
Discount Details:			

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES OIG - OHFLAC 408 LEON SULLIVAN WAY CHARLESTON WV 25301-1713 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES OIG - OHFLAC 408 LEON SULLIVAN WAY CHARLESTON WV 25301-1713 US

6-7-23 Box

Total Order Amount:	Open End
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Purchasing Division's File Copy

ENTERED

CA 4/6/23
 PURCHASING DIVISION AUTHORIZATION
 DATE: *Tara H 4/6/2023*
 ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
 DATE: *John S. Gray*
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
 DATE: *6/12/2023*
 ELECTRONIC SIGNATURE ON FILE

6/12/2023

Extended Description:

Change Order

Change Order No. 01 is issued to renew the original contract according to all terms, conditions, prices and specifications contained in the original contract including all authorized change orders

Effective date of renewal 05/15/2023 through 05/14/2024

Renewal Years/Months Remaining: Two (2) Years

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	80122001			EA	400.000000
	Service From	Service To			Service Contract Amount
					0.00

Commodity Line Description: Informal Dispute Resolution Review Severity LVL 1 LTC

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level I or potential for no more than minimal harm, as defined by CMS.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	80122001			EA	500.000000
	Service From	Service To			Service Contract Amount
					0.00

Commodity Line Description: Informal Dispute Resolution Review Severity LVL 2 LTC

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level II or potential for more than minimal harm, but no actual harm, substandard quality of care, or immediate jeopardy, as defined by CMS.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	80122001			EA	600.000000
	Service From	Service To			Service Contract Amount
					0.00

Commodity Line Description: Informal Dispute Resolution Review Severity LVL 2 Sub. Care

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level II with a finding of substandard quality of care, as defined by CMS.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	80122001			EA	700.000000
	Service From	Service To			Service Contract Amount
					0.00

Commodity Line Description: Independent dispute mediation or arbitration service

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level III or actual harm, as defined by CMS .

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	80122001			EA	800.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Informal Dispute Resolution Review-Immediate Jeopardy

Extended Description:

Informal Dispute Resolution review for ALL facilities cited as IMMEDIATE JEOPARDY, as defined by CMS or State Regulations for programs regulated by OHFLAC.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	80122001			EA	600.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Informal Dispute Resolution Review-Condition LVL Deficiency

Extended Description:

Informal Dispute Resolution review for a Condition Level Deficiency as defined by CMS. (Not an Immediate Jeopardy)

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	80122001			EA	450.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Informal Dispute Resolution Review-Not Invoking Penalties

Extended Description:

Informal Dispute Resolution review for a Standard Level Deficiency as defined by CMS or State Regulations for programs regulated by OHFLAC and not invoking state penalties.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	80122001			EA	600.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Informal Dispute Resolution Review-Invoking Penalties

Extended Description:

Informal Dispute Resolution review for a Standard Level as defined State Regulations for programs regulated by OHFLAC and invoking state penalties

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	80122001			EA	200.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Additional Fee-Telephonic Review

Extended Description:

Additional fee for telephonic review, versus desk review, per deficiency. Note: All travel costs must be assumed by the requesting facility.

Priority Level 1

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	80122001			EA	200.000000
	Service From	Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Additional Fee- Face to Face Review

Extended Description:

Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

Priority Level 1



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Office of the Inspector General
Office of Health Facility Licensure and Certification

Jeffrey H. Coben, MD
Interim Cabinet Secretary

Sheila Lee
Interim Inspector General

MEMORANDUM

Date: June 5, 2023
To: DHHR Purchasing
From: Sandra B. Harrah, Deputy Director, Office of Health Facility Licensure and Certification (OHFLAC)
Subject: Renewal of CMA FLC1021949A

Please accept this memo as a consideration for a renewal of CMA FLC1021949A. This specific process is a requirement for long term care, ICF/IID, behavioral health centers, and home health agencies. In addition, this process also satisfies the requirement for an informal means to contest a citation for other programs regulated by OHFLAC.

This process is used for facilities regulated by OHFLAC to contest a deficient practice pursuant, but not limited, to Article 5C of Chapter 16, and Article 1A of Chapter 27, the West Virginia State Code or pursuant to federal law, as being contrary to law or unwarranted by the facts or both.

Further the services in these contracts satisfy WV state code relating to nursing homes and behavioral health centers.

§16-5C-12a. Independent Informal Dispute Resolution.

(b) The director shall contract with at least three independent review organizations to conduct an independent informal dispute resolution process for facilities. The independent review organization shall be accredited by the Utilization Review Accreditation Commission.

§27-1A-12. Independent Informal Dispute Resolution.

(3) The Secretary of the State of West Virginia Department of Health and Human Resources (hereinafter "secretary") shall approve and establish a panel of at least three independent review providers: Provided, That in lieu of establishing a panel, the secretary may use an existing panel of approved independent review providers. The secretary shall contract with the independent review providers to conduct the independent informal dispute resolution processes. Each independent review provider shall be accredited by the Utilization Review Accreditation Commission. When a licensee requests an independent informal dispute resolution process, the secretary shall choose one independent review provider from the approved panel to conduct the process.

Thank you for your consideration of this renewal and should you have any questions, please feel free to contact me at 304-352-0820 or via email at Sandra.B.Harrah@wv.gov.



625 Kenmoor Ave SE, Suite 350
PMB 47995
Grand Rapids, MI 49546-2395
248-465-7300 | www.improve.health

May 31, 2023

Sarah B. Harrah
State of West Virginia
Office of Health Facility Licensure and Certification
408 Leon Sullivan Way
Charleston, WV 25301

Subject: Renewal for Contract CMA FLC1021949A- Independent Informal Dispute Review

Dear Tina Wiseman,

This letter is to confirm that iMPROve Health is agreeable to a renewal of CMA FLC1021949A under the same terms and conditions as the original contract with the effective dates as 05/15/2023 through 05/14/2024.

If you have any questions or need any additional information, please feel free to contact me. We look forward to continuing to provide these services to your State Agency in West Virginia.

Best regards,

Leland A. Babitch, MD MBA
President & CEO

cc: Charlene Kawchak-Belitsky
Director IDR/IIDR Services

Agreed