



State of Georgia
In conjunction with
NASPO ValuePoint

**Electronic Request for Proposals (“eRFP”)
eRFP (Event) Number: 41900-DCH0000136
Event Name: Pharmacy Benefit Services**

**Attachment CC
Supplier Client References Form**

INSTRUCTIONS:

Please provide three (3) references as directed in the mandatory question for each scope of work proposed.

For each reference provided, select only one (1) scope. Include the company or state for which the work was performed, a contact person's name, telephone number and email address, and a summary of the project scope. If one reference applies for more than one scope of work, the Supplier must utilize another REF# line to provide the appropriate Client Contact information, Period of Performance, and Summary of Project Scope.

For Pharmacy Benefit Administrator Services and Pharmacy Drug Rebate Services, the Supplier may only submit client references where the Supplier was the Prime Contractor and had at least a three (3)-year contract term provided within the past five (5) years.

NOTE: If the Supplier has selected Pharmacy Drug Rebate Services, at least one reference must include a client for whom management of a supplemental rebate program was provided.

For Pharmacy Clinical Management Services and Pharmacy Fraud, Waste, and Abuse (FWA) Audit Services, the Supplier may submit client references where the Supplier was either the Prime Contractor or Subcontractor and had at least a two (2)-year contract term provided within the past five (5) years. The Supplier must indicate in the Summary of Project Scope column whether they served as the Prime Contractor or Subcontractor.

Client References are provided for the following Scopes of Work (SELECT ALL THAT APPLY):

- ☒ Pharmacy Benefit Administrator Services (hereinafter referred to as “PBA Services”)
- ☒ Pharmacy Clinical Management Services (hereinafter referred to as “Clinical Management Services”)
- ☒ Pharmacy Drug Rebate Services (hereinafter referred to as “Rebate Services”)
- ☒ Pharmacy Fraud, Waste, and Abuse (FWA) Audit Services (hereinafter referred to as “FWA Audit Services”)

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
1	Ohio Children with Medical Handicaps (CMH) PBM	Name: Patrick Londergan Title: Director, Children with Medical Handicaps Program Phone#: 614.728.7039 Email Address: pat.londergan@odh.ohio.gov	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 12/6/2006 – Present	Conduent has supported the Ohio Children with Medicaid Handicaps (CMH) program since 2006. CMH is a state administered program within the Ohio Department of Health (ODH) that assists families of children with special healthcare needs to obtain appropriate healthcare and services. We implemented, operate, and maintain our Conduent-developed PBM POS claims processing solution through a multi-client model and provide call center and account management services for the CMH program. Additionally, we perform third party liability/coordination of benefits (TPL/COB) enforcement to ensure CMH is the payer of last resort. We implemented our PBM POS solutions according to schedule, with no disruption to business operations or stakeholders . PBM Operations Services include: • POS claims processing/ProDUR • Technical and clinical call center and help desk • Reporting and analytics	☒ YES ☐ NO
2	Massachusetts Executive Office of Health and Human Services (EOHHS) PBM	Name: Jacob Guggenheim Title: Director of Pharmacy Technology and Informatics Phone#: 617.423.9824 Email Address: Agency Contact consents only to a verbal reference	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 9/1/2001 through 3/31/2031; includes	Conduent has served the Massachusetts Executive Office of Health and Human Services (EOHHS) since 2001, spanning four contracts, to provide PBM technology and services. Our Boston staff has forged a 23-year collaborative partnership with business, technical, and clinical staff from EOHHS and the University of Massachusetts (UMASS) Medical School. This partnership has a proven track record of success starting with the implementation of our POS and rebate services followed by the implementation of our automated PA solution .	☒ YES ☐ NO Agency Contact consents only to a verbal reference

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				six one-year option years	In 2019, EOHHS awarded Conduent a fourth consecutive contract to implement the State's fourth-generation Pharmacy Online Processing System (CMdS Pharmacy, known as POPSIV in Massachusetts) that is hosted in a FedRAMP Environment. EOHHS has some of the most sophisticated prior authorization rules in the nation, which our Boston staff has worked side-by-side with EOHHS and UMASS to develop, test, and implement. In 2010 we migrated our legacy PBM system to a new platform and developed and implemented our third-generation POS solution, which supported multiple technical enhancements related to claims processing, PA, third-party liability (TPL), data exchanges, and security. Under Our fourth Recently Awarded Contract, the scope of services increased to include: • Automated PA • Constituent communications including web portal • Enterprise Information Management (EIM)	
3	State of Hawaii, Department of Human Services (DHS), MedQUEST Division (MQD) Health Care Services FA/PBM	Name: Jon Fujii Title: Med Quest Division Health Care Services-Branch Administrator Phone#: 808.692.8083 Email Address: jfujii@dhs.hawaii.gov	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: October 1, 2001 – Present Current Contract: November 1, 2020 – June 30, 2022,	Conduent is currently fulfilling a fourth consecutive contract with the Hawaii Department of Human Services, Med-QUEST Division, to provide fiscal agent operations (since 2002) and pharmacy benefits management services (since 2001) for the State's Medicaid Program. Across our nearly 20-year tenure in Hawaii, we have developed a detailed knowledge and understanding of the unique complexities of the State's healthcare programs. For PBM, Conduent uses our proprietary Conduent Medicaid Suite (CMdS) Pharmacy Claims solution for pharmacy claims processing and our CMdS-Rebate Administration solution for rebate	☒ YES ☐ NO

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				with three one-year option years	management. Additionally, we integrate our medical and pharmacy systems to provide a consolidated call management system, document management system, check-writing system, and accounts receivable system. Our financial services include processing the State provider payment file, paying providers, processing returned checks, managing bank accounts, and performing account reconciliation. Hawaii received a CMS mandate requiring revalidation of all providers. On the State's behalf during 2018 and 2019, in an 18-month timeframe, we successfully completed the revalidations and handled the call center services associated with this effort.	
4	District of Columbia Department of Healthcare Finance (DCHF)	Name: None Title: N/A Phone#: N/A Email Address: N/A	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 3 rd contract (original start 2001) Current contract term 10/1/23-9/30/24	Prime Contractor responsible for Implementation, operation, and maintenance of MMIS with FA operations. The District of Columbia MMIS/FA account represents three separately awarded contracts since February 2001. Our first contract included the DDI and operations of a replacement MMIS and FA operations. Under our second contract, we performed the DDI of a new MMIS, which included additional capabilities such as a feature-rich secure web portal for providers and recipients, a clinical case management system, a web-based reporting data mart, and enhanced SUR, MAR, and TPL systems. In 2021, Conduent was awarded our current contract with the District of Columbia Department of Health Care Finance to provide MMIS and fiscal agent (FA) operations services and DUR Board support services.	☐ YES ☒ NO

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					PBM services under our current MMIS/FA contract include: • Retrospective Drug Utilization Review (RetroDUR), inclusive of targeted interventions for the following conditions: (Diabetes, HF, HTN, Antipsychotics, Opioids, Asthma, COPD, Lipids) Additionally, support is provided for more frequent monitoring and reporting of all CMS/Medicaid requirements on patterns of: ○ Therapeutic appropriateness ○ Adverse events ○ Appropriate use of generic products ○ Incorrect duration of treatment ○ Utilization, Inappropriate or medically unnecessary care, Gross overuse, Abuse, Fraud. ○ Monthly reporting is provided to the state within a “Clinical Paragraph”. Clinical paragraphs are managed as the same process as the interventions on the conditions noted above, with a mailing to the provider and a message of the assessment being considered according to submitted pharmacy and medical claims. • DUR Board Support Services • Drug rebate administration • Call center services • Web portal • Reporting	

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5	Missouri Department of Social Services, HealthNet Division (MHD)	Name: None Title: N/A Phone#: N/A Email Address: N/A	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 10/24/17 – Present	Prime contractor. Over the past 20 years, Conduent has successfully demonstrated service that brings unparalleled reliability, expertise and performance standards to the MO HealthNet Division (MHD) as integrator of the Clinical Management Services and System for Pharmacy Claims and Prior Authorization (CMSP) program. In 2018, our highly qualified and experienced team was again chosen to support MHD, and transitioned PDL services from the incumbent vendor, implementing our Preferred Drug List (PDL) services program within 30 days after contract award. <u>PDL and Diabetic Supply Program Services</u> • Takeover and enhancement of PDL edits in MO HealthNet Division's systems and claims processing • Supplemental rebate negotiations and contracting • Reporting and analytics • Clinical and operational support • Provide new drug conclusions weekly based on rebate status, clinical information, and financial data • Provide new drug clinical updates quarterly with clinical trial data and recommended prior authorization criteria Updates (scope components with transition to State or new contractor) • Created new drug monographs for all new drugs (until 2019)	☐ YES ☒ NO

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					• Provided executive summary and therapeutic class reviews for all PDL classes quarterly for the Drug Prior Authorization Committee (DPAC) and Drug Utilization Review (DUR) meetings (through Fall 2022) • Received and analyzed all manufacturer bids presented into a financial analysis with multiple scenarios for each PDL class (through Fall 2022) • Created and maintain a publicly available PDL searchable database (through Fall 2022) • Provided solicitation, creation, and execution of supplemental rebate contracts for PDL and preferred diabetic supply program (through Fall 2022) • Created and maintained a searchable supplemental rebate contract repository (through Fall 2022) • Provided full financial analysis and utilization impact of all new generic products. Including creation of a brand over generic edit for products where the brand was financially cheaper for the state net of rebates. (through Fall 2022)	
6	New Mexico Human Services Department (HSD)	Name: None Title: N/A Phone#: N/A Email Address: N/A	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: December 20, 1994 – December 31, 2024	Prime contractor responsible for implementation, operation, and maintenance of Conduent-developed MMIS and PBM solutions and provision of FA and pharmacy operations services. Conduent has provided PBM , MMIS, and FA services for HSD since 1994, representing three consecutive contract awards. Our first contract included takeover of the MMIS, call center, provider and client services, mail room, system maintenance and operations, and many other services. Since that time, we have continually assumed more	☐ YES ☒ NO

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					responsibility including developing and implementing our MMIS and PBM solutions—both according to schedule— and becoming the Fiscal Management Agent (FMA) for New Mexico’s Mi Via self-directed waiver program for long-term care services. We also implemented our state level registry (SLR) system. In 2020, HSD awarded Conduent a new Medicaid Enterprise Financial Services (FS) contract for the implementation and maintenance of our Conduent Medicaid Suite (CMdS) modules that support comprehensive financial services, claims processing, Self-Directed Home and Community Based Services, PBM, drug rebate, data exchange and reporting, and general requirements. Pharmacy Benefit Program services include: • Integration with MMIS • Claims processing/payment/Prospective Drug Utilization Review (ProDUR) • Encounter processing • Drug rebate administration • Retrospective Drug Utilization Review (RetroDUR) • DUR Board Meeting support • Pharmacy & Therapeutics (P&T) Meeting support • Manual Prior Authorization review • Data warehouse/reporting • Clinical services • E-prescribing • Program integrity support • Web portal	

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7	Maryland Department of Health, Maryland Pharmacy Services, AIDS Drug Assistance Program (MADAP) PBM	Name: Misty Carney, PharmD Title: Chief of the Maryland AIDS Drug Assistance Program Phone#: 410.767.5678 Email Address: misty.carney@maryland.gov	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 2006- Present Current contract: 1/6/2020 – 7/5/2025	Prime Contractor. Conduent has enjoyed a successful partnership with the Maryland Department of Health for the past 14 years. In 2006, The Department awarded Conduent the contract to provide PBM services for Maryland Medicaid. We successfully implemented and currently maintain and operate our Conduent-developed POS pharmacy claims processing and our automated PA solution at the POS. We provide comprehensive PA services for Medicaid recipients. Additionally, we present at quarterly drug utilization review (DUR) board meetings with State representatives, and others, in which we provide updates on the top therapeutic classes approved and claims information related to the most frequent drugs with alerts for therapeutic duplications, early refills, and drug interactions. In 2011, Conduent began providing onsite and remote audits to targeted pharmacies as a means to reduce fraud, waste, and abuse. PBM Operations Services across our Maryland Department of Health contract include: • Pharmacy onsite and remote audits to reduce FWA (MADAP) • Pharmacy claims processing/ProDUR • Automated PA • Drug rebate administration • Automated drug formulary • Coordinated ProDUR • Clinical services • 24/7 Call center services • DUR Board support • Web portal • Standard and ad hoc reporting	☒ YES ☐ NO

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8	Horizon NJ Health	Name: Erin Keaveney Title: Manager, Pharmacy Network Phone#: 609.537.3111 Email Address: Erin_Keaveney@horizonblue.com	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 2001-Present	Prime Contractor. Conduent has supported Horizon NJ Health, New Jersey's largest managed healthcare company since 2001. Horizon NJ Health provides healthcare services for more than 500,000 children and adults in the Medicaid and NJ FamilyCare programs. Our payment integrity services include: • Pharmacy audits ◦ Onsite audits ◦ Desk audits • Claims identification, analysis, and reporting • Managing audit process from beginning to end • Identifying discrepancies for overpayments, errors and wasteful spending Our AuditTrack Technology, internally developed by industry experts, includes proprietary / customized rules and advanced analytics to produce better results. We also provide an online, user-friendly portal to track audits and view reports real time.	☒ YES ☐ NO
9	Independence Blue Cross (IBX)	Name: Dana Mertz Title: Manager Payment Integrity – Pharmacy Phone#: 215.640.7649 Email Address: Dana.mertz@ibx.com	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 1999 - Present	Prime Contractor. Serving nearly three million people, Independence Blue Cross (IBX) is the leading health insurance company in the Philadelphia region. Conduent has provided pharmacy audit services for IBX for more than 20 years. IBX selected Conduent as their auditor to help drive recoveries. Our team provides independent, third-party audits; Conduent's payment integrity services include: • Pharmacy audits ◦ Onsite audits ◦ Desk audits • Claims identification, analysis, and reporting	☒ YES ☐ NO

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					- Managing audit process from beginning to end - Identifying discrepancies for overpayments, errors and wasteful spending Our AuditTrack Technology, internally developed by industry experts, includes proprietary / customized rules and advanced analytics to produce better results. We also provide an online, user-friendly portal to track audits and view reports real time.	
10	Massachusetts Executive Office of Health and Human Services (EOHHS) PBM	Name: Jacob Guggenheim Title: Director of Pharmacy Technology and Informatics Phone#: 617.423.9824 Email Address: Agency Contact consents only to a verbal reference	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 9/1/2001 through 3/31/2031; includes six one-year option years	Conduent has served the Massachusetts Executive Office of Health and Human Services (EOHHS) since 2001, spanning four contracts, to provide PBM technology and services. Our Boston staff has forged a 23-year collaborative partnership with business, technical, and clinical staff from EOHHS and the University of Massachusetts (UMASS) Medical School. This partnership has a proven track record of success starting with the implementation of our POS and rebate services followed by the implementation of our automated PA solution. Federal Drug Rebate Administration: Conduent currently supports full rebate cycle activities for the Massachusetts Medicaid program using Conduent's Drug Rebate and Analysis Management System (DRAMS) both for prescription (claims submitted through a pharmacy) and for physician-administered drugs, including innovative and non-innovative drugs. Conduent also process claims from Managed Care Organizations for Drug Rebate. Conduent also provides RebateWeb, a proprietary Internet-based product that allows participating manufacturers to receive invoices over the Internet. Services include:	☒ YES ☐ NO Agency Contact consents only to a verbal reference

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					• Creating drug rebate invoices in an exportable file format and delivering invoices to labelers via multiple media types • Supporting payment allocation, interest calculation, manufacturer disputes and reconciliation activities • Applying labeler payments to invoiced amounts and any accrued interest amount; providing the ability to include and/or exclude claims from the drug rebate program according to EOHHS business rules and in accordance with CMS policy • Supporting EOHHS' fiscal cut off and close activities. Conduent also currently supports supplemental rebate covering diabetic supplies State Supplemental Drug Rebate Administration: From July 2005, Conduent has fully supported the Massachusetts Medicaid State supplemental rebate program pertaining to short-term, year-to-year agreements with drug manufacturers regarding specific pharmaceutical products using unit rebate amount (URA) calculation methods. Starting in 2021, Conduent has managed the states Value Based Contracting Rebate Program. We carried out the entire supplemental rebate process (including activities such as contract management, invoice generation, payment entry, interest calculation, and dispute resolution) and provided a provided a separate program for the supplemental rebates from the ongoing federal rebates. Conduent also supported the medical supply rebate program. (Please note that Conduent	

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					currently supports supplemental rebate covering diabetic supplies as well as VBC.)	
11	Montana Department of Public Health and Human Services (DPHHS)	Name: Katie Hawkins Title: Allied Health Services, Bureau Chief Phone#: 406.444.4144 Email Address: khawkins@mt.gov	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: MMIS/FA Duration: September 1, 1984 – December 31, 2022 PBM Contract Duration: April 1, 2012 – March 31, 2026	Conduent has provided technology and operations services for the Montana Medicaid program since 1984, representing six contracts across a 37-year partnership with our Montana client. We implemented Conduent-developed MMIS and POS systems and have provided PBM services as part of our MMIS/FA contract since 1996. We currently hold two separate contracts with Montana: one for MMIS/FA and one for PBM services. Under our current stand-alone PBM contract awarded in 2012, Conduent implemented our modular pharmacy suite for POS processing, automated PA, and rebate administration according to schedule. As part of the implementation process, Montana and Conduent made history by becoming the first in the nation to earn CMS certification under the modularity standards. Our pharmacy solution was certified February 2017, retroactive to its first day of operation (12/6/2015). CMS praised our certification response to Medicaid Enterprise Certification Toolkit (MECT) protocols as being “best practice.” PBM Operations Services for Montana include:	☒ YES ☐ NO

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					- FFS Claims processing, adjudication, payment, and Prospective Drug Utilization review - Automated Prior Authorization Drug rebate administration - System maintenance and modification - Decision support system (DSS) for reporting and analytics - Clinical services, including quarterly new drug pipeline report, monthly clinical newsletter, and recommend PA criteria for new drugs - Call center (pharmacy and technical) - State DUR Board meeting support	
12	State of Hawaii, Department of Human Services (DHS), MedQUEST Division (MQD) Health Care Services FA/PBM	Name: Jon Fujii Title: Med Quest Division Health Care Services-Branch Administrator Phone#: 808.692.8083 Email Address: jfujii@dhs.hawaii.gov	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: October 1, 2001 – Present Current Contract: November 1, 2020 – June 30, 2022, with three one-year option years	Conduent is currently fulfilling a fourth consecutive contract with the Hawaii Department of Human Services, Med-QUEST Division, to provide fiscal agent operations (since 2002) and pharmacy benefits management services (since 2001) for the State's Medicaid Program. Across our nearly 20-year tenure in Hawaii, we have developed a detailed knowledge and understanding of the unique complexities of the State's healthcare programs. For PBM, Conduent uses our proprietary Conduent Medicaid Suite (CMdS) pharmacy solution for pharmacy claims processing and our CMdS-Rebate Administration solution for drug rebate administration . Additionally, we integrate our medical and pharmacy systems to provide a consolidated call management system, document management system, check-writing system, and accounts receivable system. Our financial services include processing the State provider payment file, paying	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
					providers, processing returned checks, managing bank accounts, and performing account reconciliation. Hawaii received a CMS mandate requiring revalidation of all providers. On the State's behalf during 2018 and 2019, in an 18-month timeframe, we successfully completed the revalidations and handled the call center services associated with this effort.	