



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	Washington DC Department of Health Care Finance	Name: Charlene Fairfax, RPh, CDE Title: Senior Pharmacist, Washington, DC Department of Health Care Finance Phone#: (202) 442-9076 Email Address: charlene.fairfax@dc.gov	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: PBA Contract – 10/2015 -Present; PDL Contract – 09/2004 - Present	MMA provides POS and PDL services to District of Columbia Department of Health Care Finance. PBA Services include: • Pharmacy POS system design, development, implementation, and operations • ProDUR • Analysis and reporting • Provider outreach services • Prior authorization • Formulary management • Member/provider services • Call Center • Web portal • Claims payment • TPL • MAC List • Management of specialty drugs • Clinical support services • 340B ceiling price • State MAC List • Electronic PA.	☒ YES ☐ NO
2	Arkansas Department of Human Services	Name: Cynthia Neuhofer, Pharm. D. Title: Division of Medical Services Assistant Director / Pharmacy Program Administrator Phone#: (501) 683-4120 Email Address: cynthia.neuhofer@dhs.arkansas.gov	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 3/31/14-6/24	MMA provides POS and PDL services to the Arkansas Department of Human Services. PBA Services include: • POS system design, development, implementation, and operations • TPL • e-Prescribing • Member and provider Call Center • MAC List • 340B ceiling price file • Management of specialty drugs • Clinical support services • CMS Annual Reporting	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
					• Analysis and reporting • Prior authorization request adjudication • Web portal • TCRs • Financial analysis including cost sheets • Website • Analysis and reporting	
3	Virginia Department of Medical Assistance Services	Name: MaryAnn McNeil BS Pharmacy Title: Pharmacy Manager of Medical Assistance Services Virginia Department of Medical Assistance Services Phone#:(804) 225-3536 Email Address MaryAnn.McNeil@dmas.virginia.gov	☒ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: Under our current contract, MMA has provided PBA and PDL services for DMAS since 2017. MMA provided PBA services from 1994 until 2010 as part of our Medicaid fiscal agent contract, and we provided PDL services under a separate contract from 2003 through 2017.	MMA provides POS and PDL services to the Virginia Department of Medical Assistance Services. PBA Services include: • POS system design, development, implementation, and operations • Enrollment and/or eligibility verification • Call Center • Lab Values • e-Prescribing • Prior authorization • ePA • eTPL • Formulary management • Analysis and reporting • Clinical support services • Management of specialty drugs • 340B ceiling price file.	☒ YES ☐ NO

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4	Washington DC Department of Health Care Finance	Name: Charlene Fairfax, RPh, CDE Title: Senior Pharmacist, Washington, DC Department of Health Care Finance Phone#: (202) 442-9076 Email Address: charlene.fairfax@dc.gov	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: PBA Contract – 10/2015 -Present; PDL Contract – 09/2004 - Present	MMA provides POS and PDL services to District of Columbia Department of Health Care Finance. Clinical Management services for these contracts include: • Utilization reporting • ProDUR management and reporting • MTM reporting and follow-up • DUR Board support, including utilization reporting as requested • Development and implementation of clinical POS edits as requested • Quarterly Business Review, which includes utilization trends, pipelines, MAC savings, and ProDUR savings.	☒ YES ☐ NO
5	Arkansas Department of Human Services	Name: Cynthia Neuhofer, Pharm. D. Title: Division of Medical Services Assistant Director / Pharmacy Program Administrator Phone#: (501) 683-4120 Email Address: cynthia.neuhofer@dhs.arkansas.gov	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 3/31/14-6/24	MMA provides POS and PDL services to the Arkansas Department of Human Services. Clinical Management Services include: • ProDUR • RetroDUR • P&T Committee support • TCRs • Clinical support services and consulting • Analysis and reporting • Update and Maintain Drug File • Web Portal • PDL/PA Criteria.	☒ YES ☐ NO

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6	Virginia Department of Medical Assistance Services	Name: MaryAnn McNeil BS Pharmacy Title: Pharmacy Manager of Medical Assistance Services Virginia Department of Medical Assistance Services Phone#:(804) 225-3536 Email Address MaryAnn.McNeil@dmas.virginia.gov	☐ PBA Services ☒ Clinical Management Services ☐ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: Under our current contract, MMA has provided PBA and PDL services for DMAS since 2017. MMA provided PBA services from 1994 until 2010 as part of our Medicaid fiscal agent contract, and we provided PDL services under a separate contract from 2003 through 2017.	MMA provides POS and PDL services to the Virginia Department of Medical Assistance Services. Clinical Management Services include: • POS ProDUR edits and drug monitoring • RetroDUR • P&T Committee support • TCRs • Clinical consulting.	☒ YES ☐ NO
7	Washington DC Department of Health Care Finance	Name: Charlene Fairfax, RPh, CDE Title: Senior Pharmacist, Washington, DC Department of Health Care Finance Phone#: (202) 442-9076	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: PBA Contract – 10/2015 -Present;	District of Columbia Medicaid POS and PDL contracts. FWA Services include: • Lock-in: Members to be evaluated for lock-in are identified based on District specific FWA criteria and patient profiles are generated. The profiles are reviewed in detail with the District Clinical staff and patients are approved for lock-in to a specific pharmacy. Letters communicating the lock-in process are sent to the	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
		Email Address: charlene.fairfax@dc.gov		PDL Contract – 09/2004 - Present	pharmacy and patient. Patients are reviewed again in 12 months • Identified top prescribers and pharmacies for controlled drugs • Reporting • Provide desk and on-site Provider Audits • Monthly meeting with provider audits vendor to discuss trends. Personnel from Prime SIU team shares trends from other states during this meeting. • Attend meetings with Program Integrity and provide FWA utilization data as requested • Quarterly meetings with program integrity to discuss utilization trends that may lead to FWA activities.	
8	Arkansas Department of Human Services	Name: Cynthia Neuhofer, Pharm. D. Title: Division of Medical Services Assistant Director / Pharmacy Program Administrator Phone#: (501) 683-4120 Email Address: cynthia.neuhofer@dhs.arkansas.gov	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 3/31/14-6/24	MMA provides POS and PDL services to the Arkansas Department of Human Services. FWA Services include: • Lock-in • Utilization Reporting • RetroDUR Criteria • ProDUR Criteria.	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
9	Pennsylvania Department of Aging	Name: Tom Snedden Title: Director, the PACE Program Phone#: (717) 787-7313 Email Address: TSnedden@pa.gov	☐ PBA Services ☐ Clinical Management Services ☒ FWA Audit Services ☐ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: April 1984 - Present	Pennsylvania PACE Program/ADAP contract. FWA Services include: - Pharmacy Desk Audits & Lettering - Pharmacy Field Audits - Pharmacy concurrent reviews for high-cost medications and claims submitted for reimbursement exceeding a specified threshold. - FWA data reporting- pharmacy, medical, DME – audit report prepared - Pharmacy Lock In - Audit Recoupment – audit recoveries are made by MMA through an adjustment in the pharmacy provider' weekly remittance advice after administrative appeals are fully addressed. - MMA extracts all claims for pharmacies to be audited for the time period requested. Separate files are also shared which summarize the TPL info for all cardholders represented in the claims files extracted.	☒ YES ☐ NO
10	Washington DC Department of Health Care Finance	Name: Charlene Fairfax, RPh, CDE Title: Senior Pharmacist, Washington, DC Department of Health Care Finance Phone#: (202) 442-9076 Email Address: charlene.fairfax@dc.gov	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: PBA Contract – 10/2015 -Present; PDL Contract – 09/2004 - Present	District of Columbia Medicaid POS and PDL contracts. Rebate Services include: - PDL development/implementation and maintenance - Contract negotiations and solicitations with manufacturers - P&T Committee support - TCRs - Financial analysis including cost sheets, website, analysis and reporting, clinical consulting - Rebate administration for supplemental and Medical Supply rebates including invoicing manufacturers	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
					• Collections • Cash posting and reconciliation • Dispute resolution • Balancing • Reporting • 64.9R support • Audit support. • The District is a member of the NMPI pool, as well as the Medical Supply Program (MSP) Pool.	
11	Virginia Department of Medical Assistance Services	Name: MaryAnn McNeil BS Pharmacy Title: Pharmacy Manager of Medical Assistance Services Virginia Department of Medical Assistance Services Phone#:(804) 225-3536 Email Address MaryAnn.McNeil@dmass.virginia.gov	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: Under our current contract, MMA has provided PBA and PDL services for DMAS since 2017. MMA provided PBA services from 1994 until 2010 as part of our Medicaid fiscal agent contract, and we provided PDL services under a separate contract from 2003 through 2017.	MMA provides POS and PDL services to the Virginia Department of Medical Assistance Services. Rebate services include: • PDL development, implementation, and maintenance • Contract negotiations and solicitations with manufacturers • Rebate administration for Federal/CMS and supplemental rebates including invoicing manufacturers • Financial analysis including cost sheets • Collections, cash posting and reconciliation • Dispute resolution • Balancing, reporting, 64.9R support, and audit support • Single PDL for FFS and MCO members.	☒ YES ☐ NO

REF #	Company or State	Client Contact Information	Similar Scope?	Current or Past?	Summary of Project Scope	PERMISSION TO CONTACT?
12	Arkansas Department of Human Services	Name: Cynthia Neuhofer, Pharm. D. Title: Division of Medical Services Assistant Director / Pharmacy Program Administrator Phone#: (501) 683-4120 Email Address: cynthia.neuhofer@dhs.arkansas.gov	☐ PBA Services ☐ Clinical Management Services ☐ FWA Audit Services ☒ Rebate Services	☒ CURRENT ☐ PAST Period of Performance: 3/31/14-6/24	MMA provides POS and PDL services to the Arkansas Department of Human Services. Rebate Services include: • Drug rebate administration and operational support • Supplemental drug rebate program • Rebate administration for Federal and supplemental rebates including invoicing manufacturers and collections • PDL development/implementation and maintenance • Contract negotiations and solicitations with manufacturers • Financial analysis including cost sheets • Member of NMPI pool • Cash posting and reconciliation • Dispute resolution • Balancing • Reporting • 64.9R support • Audit support • MAC/CAP pricing • Address pricing appeals • 340b issues/discrepancies • Ceiling price file maintenance.	☒ YES ☐ NO