

PORTFOLIO TITLE: [MMIS- Claims Processing and Management Services Module \(2021-2028\)](#)
LEAD STATE: Montana

OVERVIEW:

The Master Agreements in this portfolio offer solutions for receipt, adjudication and editing, pricing and payment of State Medicaid healthcare program claims, as part of a state’s modernization efforts to comply with Federal requirements regarding the Medicaid Management Information System (MMIS).

INITIAL TERM: January 4, 2021 through January 3, 2028

RENEWALS: Three additional 1-year renewal options.

TOTAL TERM POSSIBLE: Ten Years

PRODUCTS:

Core Service:

All suppliers within this portfolio provide the core service which is a SaaS solution that will adjudicate, edit, price, and determine reimbursement amounts for Medicaid healthcare claims. During claims adjudication the solutions will also process service authorizations, third party insurance liability, and calculate member liabilities including cost share. Each supplier’s offered solution that is highly automated, configurable, modular, and that processes claims in “real-time”.



In addition to the Core Service above, the suppliers within this portfolio also offer the following additional options:

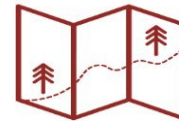
- Option A – Financial Management and Financial Reporting
- Option B – Call Center (Member and Provider Call Center)
- Option C – Federal Reporting

KEY BENEFITS:

The following key benefits were derived from the creation of this cooperative contract portfolio:

1. Federally compliant solutions that can be configured to address state specific needs, laws, and policies.
2. Availability of Medicaid healthcare claims processing systems and operational services to support the requirements of healthcare programs administered by a State Medicaid agency.
3. Qualified suppliers that can provide modern, flexible, and configurable solutions that will support the changing needs of healthcare for State Medicaid agencies.
4. The RFP and all the Master Agreements were approved by CMS.
5. Solutions are Software as a Service (SaaS).

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SUPPLIERS AVAILABLE:

	Core Service	Option A	Option B	Option C
Client Network Services, LLC (CNSI)	Yes	Yes	Yes	Yes
Conduent State Healthcare, LLC	Yes	Yes	Yes	Yes
Gainwell Technologies, LLC	Yes	Yes	Yes	Yes
Infocrossing, LLC (WiPro)	Yes	Yes	Yes	Yes
Optum	Yes	No	Yes	Yes


PRICING:

Each supplier within this portfolio has a price sheet for five tiers of pricing. For a complete list of a supplier's pricing, please visit the supplier's dedicated page within the portfolio on the NASPO ValuePoint website (see links in the Suppliers Available section above).

PROCUREMENT BACKGROUND:

In November of 2018, based on the success of the procurement for the MMIS Provider Services Module portfolio and interest by State Medicaid agencies nationwide, the State of Montana, sought and received approval from the NASPO ValuePoint Management Board on the procurement process of a MMIS Claims Processing and Management Module. The Sourcing Team completed the RFP process in August of 2020 and the award was approved by the Board and then publicly posted on September 2, 2020.

STATES ON SOURCING TEAM:

-  Montana (Lead)
-  Missouri
-  Georgia
-  Connecticut
-  Idaho
-  Nebraska
-  Oklahoma


SOLICITATION INFORMATION:

Type: Request for Proposal (RFP)

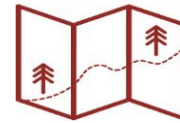
Solicitation Number: DPHHS-RFP-2020-0254T

Date Released: October 29, 2019

Pre-Proposal Conference: November 12, 2019

Date Closed: February 18, 2020

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<u>PUBLIC POSTING OF SOLICITATION:</u> Solicitation was Publicly Advertised from October 29, 2019 to February 18, 2020. Website Posted On: Montana's eMACS Website Posting Link: www.bids.mt.gov Number of Days Solicitation was Publicly Posted: 112 Number of Amendments Posted: 5	<u>PUBLIC OPENING:</u> Sealed responses were opened on February 18, 2020 at 2:00 pm in Helena, Montana. • Responses Received: 5 • Non-Responsive Vendors: 0 • Vendors Evaluated: 5 
<u>EVALUATIONS:</u> Responses were evaluated by the members of the Sourcing Team remotely via Microsoft Teams on July 20-27, 2020. 	
<u>EVALUATION CRITERIA:</u> Responses were evaluated using the following: 1. Technical Proposal -Core Service and Options 2. Demonstrations/Interviews 3. Compliance with Executive Order 12-2016 4. Cost	<u>DEMONSTRATIONS:</u> Demonstrations of the solutions were held remotely via Microsoft Teams on August 10-11; August 13-14; August 17-18, August 20-21; and August 24-25, 2020.
<u>SCORING:</u> Vendor responses were scored according to the RFP's scoring criteria. A copy of the scoring is available on the portfolio's NASPO ValuePoint website.	
<u>AWARD:</u> The RFP allowed for multiple vendor awards based on each vendor's success in earning more than 3,000 of the 5,000 total possible points, on the Core Service and each Option, during the scoring portion of the evaluation process. One of the five evaluated vendors did not submit a response for Option A, therefore they were not scored on this Option; this vendor and the other four vendors all received total scores of more than 3,000 points on the Core Service and Options and all vendors were awarded a Master Agreement.	
<u>PUBLIC POSTING OF AWARD:</u> Award Posting Start: September 2, 2020 Award Posting End: September 1, 2021 Posting Link: www.bids.mt.gov Total Days Posted: 365 Vendors Awarded: 5 Protests Received: 0	<u>AWARDED VENDORS:</u> 1. Client Network Services, Inc. 2. Conduent State Healthcare LLC 3. Gainwell Technologies, LLC 4. Infocrossing, Inc. (A Wipro Company) 5. OptumInsight, Inc. 

Effective September 2025, Optum is no longer participating in this contract.

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