



Introduction

The Insurance Education (IE) department of America's Health Insurance Plans (AHIP) invites proposals from qualified firms or individuals to update a course curriculum focused on health plan network management including special considerations for both Medicare and Medicaid networks. The current course is delivered in an online format and is part of IE's Academy for Healthcare Management (AHM) designation program. The course is entitled AHM 530 – *Network Management*

Organizational Background

America's Health Insurance Plans (AHIP) is a national association whose members provide health care coverage and related services. Their products include medical, dental, and long-term care insurance as well as Medicare Advantage and Medicare Supplement policies. Through these offerings, our members improve and protect the health and financial security of consumers, families, businesses, communities and the nation. AHIP members are committed to market-based solutions and public-private partnerships that improve affordability, value, access, and well-being for consumers.

Overall Project Goals

Develop comprehensive course content in lesson format on how health plans approach issues of network recruitment and management. Such content should include a discussion of laws and regulatory issues of concern to health plans. Such content should also be capable of being delivered online asynchronously.

Additional Project Goals - The current version of the course (AHM 530) consists of the following 20 lessons:

1	The Role of Network Management in a Health Plan	11	Compensation Arrangements Between Health Plans and Providers
2	Environmental Considerations for Network Management	12	Strategies for the Specialist Component of the Provider Network
3	Analysis of Market and Health Plan Needs	13	Strategies for Contracting with Hospitals and Subacute Care Facilities
4	Considerations for Structure, Composition, and Size of the Network	14	Pharmacy Network Management
5	Delegation of Network Management Activities	15	Considerations and Strategies for Specialty Services
6	Identifying and Recruiting Providers for a Health Plan Network	16	Special Considerations for Medicare Networks
7	Collecting and Verifying Data for Credentialing Purposes	17	Special Considerations for Medicaid Networks
8	The Provider Contract	18	Provider Networks for Workers' Compensation

9	The Negotiation Process for Provider Contracting	19	Continuing Management of Network Adequacy and Provider Satisfaction
10	Responsibilities of Health Plans and Providers Under Provider Contracts	20	Managing Provider Performance

Moving forward, some of these lesson topics may be pertinent in the current health plan business environment while others may no longer be pertinent. In addition, the introduction of legislation including the Affordable Care Act (ACA), and consequent regulatory guidance may call for the introduction of new lesson topics such as narrow networks in a course update. Vendors are encouraged to think creatively and submit proposals that are both engaging and comprehensive without regard to the current total number of lessons. A more concise version of the course may prove appropriate. The program should be dynamic and easy to follow with the functionality to update regularly. Please include a vision for the course that reflects the current environment and needs of today's students.

Target Audience(s)

The primary target audience for the program are employees of health insurance plans who seek to acquire the educational background to pursue management positions within the industry.

A secondary audience for the program are those working for firms providing support for health plans.

Proposed Schedule of RFP Related Events

The proposed schedule of events subject to the RFP is outlined below:

- Public Notice Date: August 3, 2018
- Questions Due By: Date: August 21, 2018
- Deadline for Receipt of Proposals Date: September 7, 2018
- Notification of Vendor Selection Date: September 21, 2018
- Contract and Effective Date of Award Date: October 12, 2018

CONTRACT TYPE

AHIP proposes to award a fixed fee contract for the development of the course including needed revisions based on consumer feedback following a pilot launch.

PROPOSAL INSTRUCTIONS

Vendors responding to this RFP will need to include the following sections as part of their proposal:

1. Cover letter addressed to:

**America's Health Insurance Plans
601 Pennsylvania Avenue, NW
South Building, Suite 500
Washington, DC 20004**

Attn: Gregory F. Dean – Vice President, Curriculum Development

2. Section 1 - Approach detailing the proposed methodology to accomplish the curriculum development tasks.
3. Section 2 - Corporate Experience/Key Personnel
The vendor should include the following:
 - The vendor's technical expertise in developing and delivering target audience curriculum and training programs;
 - The educational background for the vendor's staff that will work on this project including certifications in the areas of accounting, actuarial science, and risk management;
 - A specified amount of work experience for vendor staff members in developing and delivering education and training in general; and
 - A specified amount of work experience for vendor staff members in developing and delivering education and training specific for the target audience(s).
 - Please provide descriptions of 2 project references completed or ongoing within the last 3-5 years that show relevant experience. Please also include for each project reference: Client organization name, project title, client contact name, title, phone, e-mail, description of services provided, period of performance for project, and year relationship established. Please provide brief bios for key personnel.
4. Section 3 - Project Management Plan
5. Section 4 - Cost Proposal – Vendors should submit a cost proposal that contains clearly stated assumptions and basis for pricing and that separate the costs for each task outlined.
6. Vendor shall submit four (4) bound copies of its proposal. Vendor shall also provide one electronic copy of the complete proposal separated into the various sections. All electronic documentation shall be in Microsoft office programs (Word, Excel, PowerPoint) or PDF files.

Text- Text shall be at least single spaced, on 8.5x11 inch paper, with a minimum one-inch margin all around. Pages shall be numbered consecutively. No foldout pages shall be used.

Visual Aids: Vendors may submit pictures, visual aids, screen shots to highlight specific components of vendor response. Aids must be in easily readable format (e.g. PDF, PowerPoint, etc.).

Font Size- Proposals should use Times New Roman 12-point font. Bolding, underlining, and italics may be used to identify topic demarcations or points of emphasis. Graphic presentations, including tables shall have spacing and text that is also easily readable.

Proposals may be rejected at the discretion of AHIP if they are incomplete or received later than the due date. AHIP will not be responsible for any costs incurred by vendors in responding to

this RFP. Proposals should describe the most favorable terms and shall remain firm for 120 days from the proposal due date. All proposals, and materials submitted in conjunction with the proposals, shall become the property of AHIP for use as deemed appropriate; respecting all copyrights and will not be returned.

When submitting confidential material, the vendor must clearly mark it as such. If confidential information is sought to be provided, an AHIP standard non-disclosure agreement (NDA) would be signed by all parties.

Administrative Information:

Payment Requirements - Proposers should be aware that AHIP will only make payments on services provided issued under this solicitation after the work being billed has been completed and will pay reimbursable expenses only upon receipt of an invoice for the reimbursable expenses. No advance payments will be made to the proposer, who must have the capacity to meet all project expenses in advance of payments by AHIP.

Access to Current Course Content – AHIP will provide vendors, who submit RFPs within the designated timeframe, access to the current online version of AHM 530 following the execution of an AHIP standard non-disclosure agreement (NDA) by all parties.

Evaluation Criteria:

AHIP will evaluate proposals received based on the following criteria. Your proposal should directly address each of the criteria below:

Evaluation Criteria	Maximum Number of Points
Experience in developing curriculum	
Qualifications in Health Plan Network	
Contracts and Negotiations	
Project Plan: Approach/Timeline	
Proposal Budget	
References	

TOTAL 100

Final RFP responses are to be postmarked no later than August 21, 2018 and sent to the following address:

**Gregory F. Dean - Vice President, Curriculum Development
America's Health Insurance Plans
601 Pennsylvania Avenue, NW
South Building, Suite 500
Washington, DC 20004**

**Additional Contact Information:
AHIP Telephone: 202-778-3200**

E-mail Address: gdean@ahip.org

QUESTIONS

Please submit all questions electronically to Gregory F. Dean within 5 business days of receipt. AHIP will send out written responses to all questions submitted by the due date. All communications shall make specific references to the applicable section and page numbers and include the RFP title in subject line of email. In the interest of fairness, AHIP reserves the right to communicate any clarifications it may make to all vendors responding to this proposal. When submitting confidential material, the vendor must clearly mark it as such.

WORK PLAN

Work Plan					
OUTCOMES, BENCHMARKS, AND MILESTONES					
Outcome statement:					
Task 2 - Project management					
Tasks	Time Period	Deliverable	Measurement	Person(s) Responsible	Budget Category
Task 3 – Analysis					
Tasks	Time Period	Deliverable	Measurement	Person(s) Responsible	Budget Category
Task 4 - Curriculum Design & Development					
Tasks	Time Period	Deliverable	Measurement	Person(s) Responsible	Budget Category
Task 5 - Pilot and Revisions					
Tasks	Time Period	Deliverable	Measurement	Person(s) Responsible	Budget Category