

RFP No. 17637
Radiology Management Services
Amendment I
April 20, 2018

Section 4.1: Tasks/Deliverables, Subsection 4. Review Prior Authorization Requests (Pages 6-7 of the RFP) is revised as follows:

Original Language:

- e. Comply with the following prior authorization process timeframes:
 - i. Ninety percent (90%) of requests for prior authorization must be reviewed and decision made, or additional information requested within twenty-four (24) hours of the receipt, excluding State approved holiday, of the telephone, fax, web portal or other electronic interface. The remaining ten percent (10%) of requests must be reviewed and decision made, or additional information requested within two (2) business days of the receipt, excluding State approved holidays.

Revised Language:

- e. Comply with the following prior authorization process timeframes:
 - i. Ninety percent (90%) of requests for prior authorization must be reviewed and decision made, or additional information requested within twenty-four (24) hours of the receipt, within business days only, excluding State approved holidays and weekends, of the telephone, fax, web portal or other electronic interface. The remaining ten percent (10%) of requests must be reviewed and decision made, or additional information requested within two (2) business days of the receipt, excluding State approved holidays.

Section 4.1: Tasks/Deliverables, Subsection 19. Disaster Recover (Page 9 of the RFP) is revised as follows:

Original Language:

19. **Disaster Recovery:** The contractor is required to maintain and annually test a disaster recovery plan designed to minimize any disruption of the contractor's services. It is the sole responsibility of the contractor to maintain adequate backup to ensure continued automated and manual processing of services/transactions required under this contract.

Revised Language:

19. **Disaster Recovery:** The contractor is required to maintain and annually test a disaster recovery plan designed to minimize any disruption of the contractor's services. It is the sole responsibility of the contractor to maintain adequate backup to ensure continued automated and manual processing of services/transactions required under this contract. The proposed disaster recovery plan must be performed within the continental United States.

Section 4.3: Staffing (Page 10 of the RFP) is revised as follows:

Original Language:

2. The contractor shall ensure that all staff assigned to the project possess sufficient current knowledge of the requirements of this RFP and maintain a level of performance consistent with the highest professional standards. At a minimum, or as otherwise approved by the Department, the Project Manager, Medical Director, Call Center Manager and Clinical Reviewers must be located at the Call Center as further set forth in Section 4.2 of this RFP.

Revised Language:

2. The contractor shall ensure that all staff assigned to the project possess sufficient current knowledge of the requirements of this RFP and maintain a level of performance consistent with the highest professional standards. At a minimum, or as otherwise approved by the Department, the Project Manager, Medical Director, Call Center Manager, Clinical Reviewers, and all call center staff must be located at the Call Center as further set forth in Section 4.2 of this RFP.

The information contained in this amendment prevails over the original RFP language.