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TO: Michael DiBiase
Director of Administration/Chief Purchasing Officer

FROM: Patrick Tigue, Medicaid Director 

DATE: October 17, 2018

SUBJECT: RFP# 7591562, Rhode Island Transportation Brokerage Services, EOHHS

Request for Authorization to Proceed with Contract and Transportation Readiness During the Review of the Bid Protest

The Executive Office of Health & Human Services (“EOHHS”) requests that the Chief Purchasing Officer approve continuation of readiness work related to RFP # 7591562 during the review of the Bid Protest.

As grounds therefore, EOHHS states that it is in the best interest of the State and EOHHS to allow MTM, Inc. (“MTM”) to continue to complete logistical and strategic planning for transition of essential Transportation Brokerage Services from the current provider so that there is no disruption of services when the current contract expires on December 31, 2018. As further grounds therefore, EOHHS states as follows:

The vendor chosen, MTM, Inc., was not the incumbent (Logisticare). As such, EOHHS must undertake a significant amount of readiness and transition work to onboard MTM.

For a successful transition of vendors on January 1, 2019, MTM needs to be configured in the States’ MMIS system so that it can identify our members, authorize services, submit claims, and coordinate the essential contract transition activities with the current vendor, Logisticare. There can be no interruption of services between the expiration of the Logisticare contract and commencement of the MTM contract. Thus, MTM must successfully and seamlessly transition 311,000 members and approximately 130,000 trips per month in the Medicaid program alone from Logisticare to MTM. Most of these trips are for critical services such as dialysis, substance use treatment, wound care, pre- and post-surgical visits, etc. Please be advised that the first production enrollment files will be shared on December 9, 2018.

In addition, EOHHS must continue to engage in the following readiness activities:

- Work with MTM and EOHHS' fiscal intermediary, DXC Technology, on system implementation so that MTM can accept and submit the various necessary files from and to EOHHS.
 - Estimated hours for this work is 2,500–3,000 hours.
- Work with Logisticare and MTM to coordinate the transition of currently authorized transport services.
- Allow MTM to move forward with the acquisition of a Rhode Island location for their call center.
- Allow MTM to hire and train staff.
- Allow MTM to begin contractual negotiations with the approximately 70 transportation providers that are currently contracted with Logisticare.
- Allow MTM to coordinate with RIPTA for bus pass purchases and distribution.

EOHHS is seeking consideration in this matter, in order to protect a substantial interest of the State and its beneficiaries to begin the work involved in such a major transition as soon as possible to ensure the most successful outcome. Any delays in readiness or transition planning, will jeopardize the start date of the contract.

Thank you for your consideration in this matter.