

STATE OF NORTH CAROLINA Department of Health and Human Services Division of Health Benefits	REQUEST FOR INFORMATION NO. 30-2025-036-DHB	
	Issue Date: August 1, 2025	
	Due Date: September 3, 2025	
Refer <u>ALL</u> Inquiries regarding this RFI to: Michael.c.brown@dhhs.nc.gov Medicaid.Procurement@dhhs.nc.gov	Commodity Number: 811620	
	Description: Utilization Management Oversight Solution	
	Using Agency: NC Department of Health and Human Services, Division of Health Benefits	

This Request for Information (“RFI”) is available electronically on the North Carolina electronic Vendor Portal (“NC eVP”) at <https://evp.nc.gov/>.

The purpose of this RFI is to survey the market for information requested herein and not to award a contract. Submission of a response does not create an offer, and no award will result by submitting a response.

The State recognizes that considerable effort may be required in preparing a response to this RFI. However, the Respondent shall bear all costs for preparing and submitting a response. Information obtained through this RFI process may be used to develop a future solicitation.

Responses to this RFI will be received until 2:00 p.m. EST, September 3, 2025.

By signing below, the Respondent acknowledges the above and within rights and obligations of submitting a response to this RFI.

EXECUTION

RESPONDENT NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

Table of Contents

SECTION I. RESPONDENT QUESTIONS, RESPONSE INSTRUCTIONS, AND CONFIDENTIALITY	3
A. Anticipated Schedule	3
B. Instructions for Developing Responses.....	3
C. Instructions for Submitting Responses.....	3
D. Notice Regarding Confidentiality	4
SECTION II. RIGHTS AND OBLIGATIONS.....	4
A. Rights to Submitted Material	4
B. Obligations of the State.....	5
SECTION III. UTILIZATION MANAGEMENT SOLUTION	5
A. Background and Program Information	5
B. Purpose of the RFI.....	6
C. Definitions and Acronyms	6
D. Desired Outcomes	6
SECTION IV. REQUESTED INFORMATION FROM RESPONDENT	7
A. Content and Format.....	7
B. Information about Respondent.....	7
C. Solution Functionality and Performance.....	7
D. Financial / Total Cost of Ownership	9
E. Implementation Timeline	10

SECTION I. RESPONDENT QUESTIONS, RESPONSE INSTRUCTIONS, AND CONFIDENTIALITY

A. Anticipated Schedule

The Department will make every effort to adhere to the following schedule.

Action	Responsibility	Date	Time (EST)
RFI Issued	Department	August 1, 2025	
Responses Due	Respondent(s)	September 3, 2025	2:00 pm

Table 1 – Anticipated Schedule

B. Instructions for Developing Responses

When developing Responses to this RFI, the Respondent should consider the following:

1. Read and carefully review all Sections of this RFI.
2. Prepare responses in a straightforward and detailed manner. Responses are to be submitted to the Department according to the instructions found on the cover page of the RFI and this Section II.
3. Complete the Execution section on Page 1 of this RFI and number the pages in the responses.
4. Clearly identify the specific question, section, and subsection number(s) or other identifier that corresponds with each response. This allows the Department to clearly understand the specific questions or items addressed. To the extent possible within each section of the response, the items should be addressed in the order in which they appear in the RFI.
5. Provide detailed information in a format that may include a narrative, exhibits, charts, tables or other artifacts that support the response.
6. Responses to all questions and items within the RFI are encouraged but there is no obligation to do so.
7. The Department reserves the right to contact any Respondent and request additional information. Include the contact information for the individual(s) best suited to engage with the Department.

C. Instructions for Submitting Responses

1. Respondent must submit their response to this RFI via the Ariba Sourcing Tool by the specified time and date provided in the Anticipated Schedule.
2. When submitting a response, include all pages of the RFI, a completed and signed EXECUTION Section on page 1, and responses to the requested information contained in Section IV.
3. The following copies are required to be provided to the Department in response to this RFI:
 - a. One (1) electronic copy of the signed, completed response identified as: **RFI 30-2025-036-DHB - Respondent's Name**.
 - b. One (1) electronic copy of a redacted response in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, identified as: **RFI 30-2025-036-DHB- Respondent's Name - Redacted**. For the purposes of this RFI, redaction means to edit a document by obscuring or removing information that is considered confidential and/or proprietary by the Respondent and that meets the definition of Confidential Information set forth

in G.S. 132-1.2. Any information removed by the Respondent should be replaced with the word, "Redacted." If Respondent's response does not contain Confidential Information, the Respondent must submit a signed statement to that effect identified as **RFI 30-2025-036-DHB-Respondent's Name - Statement of Confidential Information.**

4. The electronic copies of the response must not be password protected.
5. The electronic copies of the response must be in PDF format.

For training on how to use the Ariba Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Respondents should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>.

Questions or issues related to using the Ariba Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

D. Notice Regarding Confidentiality

1. Per NCGS 132-1, et seq., information or documents provided to the Department in response to this RFI are Public Record and subject to inspection, copy and release to the public unless properly marked and exempt from disclosure by statute, including, but not limited to, NCGS § 132-1.2.
2. As provided for in the North Carolina Administrative Code (NCAC), including but not limited to 01 NCAC 05B .0103, 09 NCAC 06B .0103 and 09 NCAC 06B .0302, all information and documentation whether electronic, written or verbal relative to the development of a contractual document for a proposed procurement or contract shall be deemed confidential in nature. In accordance with these and other applicable rules and statutes, such material shall remain confidential until the award of a contract or until the need for procurement no longer exists. **Any proprietary or confidential information, which conforms to exclusions from public records as provided by NCGS § 132, must be clearly marked as such within each page containing the trade secret or confidential information, and identified in boldface as "CONFIDENTIAL." If only a portion of each page marked "CONFIDENTIAL" contains trade secret information, the trade secret information shall be designated with a contrasting color or by a box around such information. In addition to marking confidential information as required by NCAC 05B.0103, confidential pages or portions of the response shall be reflected in the redacted copy identified as RFI 30-2025-036 - Respondent's Name – Redacted.** By submitting a redacted copy, the Respondent warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors that the portions marked confidential and redacted meet the requirements of NCGS §132. The Respondent must identify the legal grounds for asserting that the information is confidential, including the citation to state law.

SECTION II. RIGHTS AND OBLIGATIONS

A. Rights to Submitted Material

All responses, inquiries or correspondence relating to or in reference to this RFI, and all documentation submitted by the various Respondents shall become the property of the Department when received. Ideas, approaches, and options presented by Respondents may be used in whole or in part by the State in developing a future solicitation should the Department decide to proceed with a solicitation. Further, combinations of ideas from various Respondents may also become part of a solicitation, based on consideration of various RFI submissions and the needs of the Department, which may differ from any single Respondent's experience in other places.

B. Obligations of the State

The Department may choose to issue a solicitation for the procurement of a solution. However, this RFI is not a guarantee that a solicitation will be issued for any or all of the services or systems referenced herein, about which ideas and approaches are being sought. As provided in Section I.E of this RFI, information submitted by Respondents for this RFI will remain confidential until after the award of any solicitation or until the State decides not to issue a solicitation.

SECTION III. UTILIZATION MANAGEMENT SOLUTION

A. Background and Program Information

The North Carolina Department of Health and Human Services, Division of Health Benefits (DHB or Department) currently administers Utilization Management (UM) through a decentralized model involving multiple vendors and a range of specialized UM contractors. This arrangement presents challenges data integration, oversight, and reporting across delivery systems, managed care plans, and fee-for-service arrangements. Critically, DHB seeks to build internal capacity capable of providing centralized, end-to-end oversight of UM activities across the entire Medicaid ecosystem. DHB seeks to improve its ability to systematically analyze service utilization, identify trends, evaluate program outcomes, and assess the efficacy and appropriateness of interventions.

To address these issues, DHB seeks to transition to a future state in which a single vendor is responsible for a comprehensive UM solution. The vendor must be capable of ingesting, normalizing, and integrating diverse data feeds from multiple sources, including managed care encounter data, fee-for-service claims, vendor systems, and specialty UM vendor datasets into a centralized data architecture. The solution should support advanced analytics, including descriptive, diagnostic, predictive, and prescriptive models, to equip DHB with actionable insights into service utilization across programs, regions, populations, and provider types.

The vendor must provide tools and dashboards to support real-time and longitudinal trend analysis, stratify utilization by acuity and demographic cohorts, and assess the impact of policy changes, such as the addition or removal of service lines, modification of treatment limits, or implementation of new UM levers (e.g., prior authorization, provider type restrictions, or eligibility criteria). Additionally, the vendor must possess the operational infrastructure and staffing expertise to perform utilization management oversight across all covered services, enabling DHB to consolidate administrative processes, reduce operational redundancy, and enhance consistency and accountability in service authorization decisions. The goal is to enable DHB to improve health outcomes and facilitate whole person care with greater agility, transparency, and evidence-based oversight in its administration of Medicaid benefits.

DHB is also seeking input on ways to streamline utilization management processes, including consolidating utilization management vendors or creating a single-entry point for providers for prior authorization, and creating standardized provider processes to support reducing provider administrative burden and standardizing accountability. As part of this RFI, DHB is open to two types of solutions: (1) a comprehensive, vendor-managed solution, and (2) a model where the state provides the data platform, and the vendor performs analysis using that platform. DHB has included both options in this RFI to enable DHB to evaluate the offerings comprehensively and allow the state to make informed decisions regarding the RFP scope.

B. Purpose of the RFI

The purpose of the RFI is to:

1. Solicit feedback from potential vendors with experience developing and deploying solutions that provide visibility into a Utilization Management Oversight Solution.
2. Obtain a rough order magnitude estimate of the total cost of ownership to develop, implement, and maintain the solution defined in the RFI.
3. Obtain information that may be used to develop a Request for Proposal (RFP) to solicit a vendor who will provide a Utilization Management Oversight Solution to the Department.

C. Definitions and Acronyms

1. **CMS:** Centers for Medicare & Medicaid Services – A federal agency that provides health coverage to more than 160 million through Medicare, Medicaid, the Children's Health Insurance Program, and the Health Insurance Marketplace.
2. **Department:** Collectively North Carolina Department of Health and Human Services, Division of Health Benefits.
3. **DHB:** Division of Health Benefits. The agency responsible for administering NC Medicaid, which includes North Carolina Medicaid and NC Health Choice.
4. **NC eVP:** North Carolina electronic Vendor Portal located at <https://evp.nc.gov/> – the North Carolina system to connect vendors with state government organizations that purchase goods and services.
5. Medicaid ecosystem. A complex network involving state and federal governments, Medicaid managed care organizations (MCOs), providers, and beneficiaries.
6. **NCAC:** North Carolina Administrative Code at <http://reports.oah.state.nc.us/ncac.asp>
7. **RFI:** Request for Information.
8. **RFP:** Request for Proposal.
9. **SaaS:** Software as a Service.
10. **SAP Ariba:** A cloud-based software company that helps businesses manage their supply chains and procurement processes.
11. **UM:** Utilization Management. A healthcare process that ensures patients receive appropriate, efficient, and necessary care, ultimately controlling healthcare costs.

D. Desired Outcomes

The solution should have the capability to provide the following functionality:

1. Enhanced and streamlined visibility into service utilization across:
 - a. Delivery systems, including those across managed care plans and fee-for-service
 - b. Programs and services
 - c. Geographic regions
 - d. Population segments
 - e. Access provider types
2. Capability to monitor, track, and analyze utilization trends over time.
3. Ability to perform data analysis to:
 - a. Evaluate service outcomes and efficacy.
 - b. Assess the appropriateness of service utilization.

4. Support for impact analysis related to benefit design changes, including but not limited to:
 - a. Addition of new services.
 - b. Removal or modification of treatment limits.
 - c. Introduction of new provider types.
5. Support for impact analysis of utilization management strategies, such as:
 - a. Prior authorization requirements.
 - b. Restrictions on provider types.
 - c. Implementation of stricter service eligibility criteria.
 - d. Member demographics (i.e., children, adults, individuals with disabilities, individuals with chronic conditions, pregnant women, etc.)
6. Centralized utilization management oversight and operational execution across all services, enabling:
 - a. Consolidation under a single vendor contract.
 - b. Reduction in administrative burden from managing multiple vendor relationships.
 - c. Improved consistency and accountability in UM processes.

SECTION IV. REQUESTED INFORMATION FROM RESPONDENT

A. Content and Format

The Department requests concise, detailed responses to the inquiries in Sections IV.B., IV.C, IV.D, and IV.E below. The response in Sections IV.B. and IV.C shall be limited to ten (10) pages.

B. Information about Respondent

1. Responses should provide an overview of the Respondent company's history, scope of products and services offered, and locations of operation. Response should describe the Respondent(s) experience providing solutions similar in size and scope to the projects desired outcomes.
2. Response should provide the following:
 - a. Description of the Respondent's primary customer base or market, including other state Medicaid programs;
 - b. Description of relevant additional services offered by the Respondent;
 - c. Listing of states or agencies that utilize the Respondent's solution in a manner that is the same as or similar to those required by this RFI. The response should include the state/agency name, most recent implementation, contract start and end date, description of scope of work, the duration of any contracts, and the termination dates; and
 - d. Lessons learned from working with other states or agencies to implement a solution of similar size, scope, and with requirements that are the same or similar to those required by the Department.

C. Solution Functionality and Performance

Respondents should provide detailed information regarding their Solution and associated capabilities on how the desired outcomes are achieved, to include sufficient information in the following areas:

1. Solution Architecture

- a. Enhanced and streamlined visibility into service utilization across:
 - i. Delivery systems, including across managed care plans and fee for service Programs and services
 - ii. Geographic regions
 - iii. Population segments
- b. Support for impact analysis of utilization management strategies, such as:
 - i. Prior authorization requirements
 - ii. Restrictions on provider types
 - iii. Implementation of stricter eligibility criteria

2. Data

- a. The solution must support the secure ingestion, integration, and management of data from multiple sources and vendors. This includes the ability to:
 - i. Accept structured and unstructured data from a variety of formats and systems (e.g., flat files, APIs, databases, and cloud storage).
 - ii. Ingest data from multiple third-party vendors, each potentially using distinct data formats, frequencies, and transmission protocols.
 - iii. Normalize and integrate data across sources to support unified analysis and reporting.
 - iv. Maintain data integrity and traceability throughout the ingestion process, including audit trails and data source tagging.
 - v. Support automated and manual data validation processes to ensure completeness and accuracy upon intake.

3. Analytics and Reporting

- a. Capability to monitor, track, and analyze utilization trends over time.
- b. Ability to perform data analysis to:
 - i. Evaluate service outcomes and efficacy
 - ii. Assess the appropriateness of service utilization
- c. Support for impact analysis related to benefit design changes, including:
 - i. Addition of new services
 - ii. Removal or modification of treatment limits
 - iii. Introduction of new provider types

4. Security

- a. Describe if the solution provides a portal and, if so, how the Department would access the portal while maintaining security measures.
- b. Describe how your proposed solution complies with applicable security standards identified by the State.
 - NCDHHS Privacy Manual and Security Manual, both located here:

<https://policies.ncdhhs.gov/departmental/policies-manuals/section-viii-privacy-and-security>

- NC Statewide Information Security policies, located here:
<https://it.nc.gov/resources/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies>
- HIPAA Requirements
<https://www.hhs.gov/hipaa/for-professionals/privacy/index.html>
<https://www.hhs.gov/hipaa/for-professionals/security/index.html>
<https://www.hhs.gov/hipaa/for-professionals/breach-notification/index.html>

D. Financial / Total Cost of Ownership

1. Respondents are asked to provide information regarding estimated costs to procure and operate a Solution as described in this RFI. This information will help the Department understand acquisition and on-going costs and will be used to support budget development and funding requests.
2. Respondents are asked to provide cost information in the format of the Respondent’s choosing, and to the extent possible, include the following:
 - a. An estimated cost model or likely range of costs to purchase, implement, and operate the described solution including the cost items in Table 2. Include any basis of estimates and assumptions used to develop the costs; and

Cost Items	Guidance
Implementation Services	Describe the scope of services provided during the Implementation phase
Implementation Fees	Describe other fees required during the implementation phase
Annual Software Licensing Fees	Provide any annual software licensing fees
Annual Software Maintenance Fees	Provide any annual software maintenance fees
Annual Cloud Hosting Fees	Provide any annual cloud hosting fees
Annual Other Fees	Describe any other annual fees
Other Unit Costs - Describe	Describe any unit costs associated with event driven activities or cost per unit of data storage or similar.

Table 2 – Cost Items

- b. If pricing information is limited or unavailable, describe Respondent’s preferred pricing model or structure, including unit costs based on key variables. Include any basis of estimates and assumptions used to develop the costs.
3. Respondents will not be held to pricing estimates provided in response to this RFI should the Department decide to proceed with a competitive solicitation.

E. Implementation Timeline

Respondents are asked to provide information regarding estimated Implementation schedules and timelines including the project phases listed in Table 3. This information will help the Department understand the time required to plan, design, develop, and implement the solution.

Phase	Guidance	Range of Time
Planning	Provide scope of activities during the planning phase	
Design	Provide scope of activities during the design phase	
Development	Provide scope of activities during the development phase	
Implementation	Provide scope of activities during the implementation phase	

Table 3 – Project Phases