

**Entity Name:** South Dakota State Government

**Event Number:** 8344

**Event ID:** 23RFI8344

**Event Name:** Third-Party Administrator (TPA) System & Services/SD Medicaid Program

**Requested By:** Missy Schuetzle

**Created By:** Missy Schuetzle

**Due By Date:** 02/03/2023 05:00 PM Central Time

**Q&A Cutoff Date:** 01/09/2023 4:05 PM Central Time

**Invitation Type:** Invitation Only

**Assigned Commodities:** 946-10 Accounting and Billing Services (Including Payroll Services, 3rd Party Reimbursement for Medicare, Medicaid, Private Insurance, etc); 961-20 Customer Service Evaluation Services; 953-27 Claims Processing Services; 961-16 Claims Processing Services; 958-56 Health Care Management Services (Including Managed Care Services)

**Allow Supplier Terms and Conditions:** No

**Public Responses:** No

**Display Awardee:** Display

**Posting Board Status:** Expired

**Event Status:** Awarded

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**Section #: Name:**

**1 Section 1 - 23RFI8344**

**"Response to Offeror's Questions" Document attached.**

Do not submit your response through ESM Sourcing. Please follow submittal instructions within the RFI document.

The State of South Dakota, Department of Social Services (DSS) is requesting information regarding a third-party administrator (TPA) system and services for the South Dakota Medicaid program.

The State of South Dakota invites all interested parties to submit a written response to this Request for Information (RFI).

This RFI is being sought strictly for the purpose of gaining knowledge of services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. Responses to the RFI will inform next steps. No contract will result from any direct response to this RFI.

Information submitted in response to this RFI is considered confidential and will become the property of the State of South Dakota.

The State of South Dakota will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI responses must be received prior to 5:00pm, Friday, February 3, 2023, at the following address:

**Department of Social Services  
Attention: Kirsten Smart  
700 Governors Drive  
Pierre, SD 57501**

Email responses may be sent to Kirsten Smart at [Kirsten.Smart@state.sd.us](mailto:Kirsten.Smart@state.sd.us) with the subject line "Medical Services Third Party Administration RFI."

Procedural, administrative, technical, requirement, or contractual questions and answers may be directed to the Point of Contact listed above.

**PURPOSE**

- 1.1 PURPOSE OF REQUEST FOR INFORMATION (RFI).** The State of South Dakota Department of Social Services (DSS) is issuing this RFI to solicit information from vendors to implement a third-party administrator (TPA) solution for Medicaid expansion recipients that includes prior authorization (PA), medical, behavioral health, and personal care provider claims processing and payment, customer service supports for both Medicaid providers and Medicaid Expansion recipients, and data analytics and reporting. The current information systems used by DSS staff are comprised of multiple applications running within mainframe and client-server-based platforms, multiple spreadsheets and databases, and unstructured documents. Some of these systems are maintained and supported by the State's Bureau of Information and Telecommunications (BIT); others are maintained within DSS. For example, the TPA may need to exchange information with systems used by other programs within DSS, including but not limited

to the State's mainframe for MMIS, and the Benefits Eligibility and Enrollment System (BEES), and the Provider Enrollment and Credentialing System (PECS). This information exchange must occur with the DSS data warehouse at the start of the contract. There may be additional data exchange needed when the BEES and PECS systems are fully implemented, which is expected later in 2023.

For purposes of this RFI, the functions are defined, described, and categorized within the RFI document attached.

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## Terms and Conditions

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### ESM Sourcing Terms

None

### General Terms and Conditions

None

### Event Specific Terms and Conditions

See attached RFI Document