



February 10, 2025

TO: Invited Vendors

FROM: Jennifer Stilabower, Acting Executive Director

RE: Medical Claim Audit Request for Proposal (RFP)

MCHCP will be working with Optavise, an online RFP system, in the marketing of the 2025 Medical Claim Audit RFP. You are invited to submit a proposal for these services.

MCHCP provides the health benefit program for most State of Missouri employees, retirees, and their dependents covering nearly 90,000 members (lives). An additional 1,200 non-state local government members are covered through their public entity employer. This audit will be for those members covered by plans administered by Anthem, MCHCP's contracted third party administrator (TPA) covering approximately 74,000 members.

Bids are requested for an auditor to perform a comprehensive and objective review of the claims processed by Anthem with dates of service in calendar year 2024 and the first quarter of 2025.

The contract will be for a one-time service and will be effective once the contract is signed by MCHCP or its authorized designee, with the audit commencing in July, 2025.

Intent to Bid

Once the RFP is released on March 3, 2025, bidders who are interested in submitting a proposal should complete the Intent to Bid (available as a response document within the Optavise system). The Intent to Bid is due at 5 p.m. CT (6 p.m. ET), Friday, March 7, 2025.

Use of Optavise

During this RFP process you will find Optavise's internet-based application offers an opportunity to streamline information exchange. We are confident your organization will find the process straightforward and user-friendly. Optavise will be contacting you within the next two to three days to establish a contact person from your organization and to set up a training session, if necessary. To assist you in preparing for the online proposal process, we have outlined below some important information about this event.

General Instructions

Your proposal will be submitted over the Internet, through an anonymous online bidding process. Optavise will assign a unique username, which will allow you to view the information pertinent to the bidding process, submit response documents, communicate directly with MCHCP through the application's messaging component, and respond to our online

questionnaires. In addition, Optavise will provide a user guide with instructions for setting up your account.

You may wish to have other people in your organization access this online event to assist in the completion of the RFP. Each member of your response team must secure a unique username and password from Optavise by way of a provider contact spreadsheet, emailed directly to you by Optavise. There is no cost to use the Optavise system.

System Training

Optavise offers all participants of an Optavise-hosted event access to their downloadable *User Guides* and *Pre-Recorded Training Sessions*. These guides are located on the homepage of the *vendor-user* view and provide an overview of the application’s functionality. We recommend that you and your response team take advantage of this unique opportunity to realize the full benefit of the application. In addition to this self-help option, Optavise’s experienced support personnel will offer an application overview via a webcast session.

Optavise support is also available Monday through Friday from 8:30 a.m. to 5:00 p.m. ET to help with any technical or navigation issues that may arise. The toll-free number for Optavise is 800-979-9351. Support can also be reached by email at systemsupport@optavise.com.

Key Event Information

The RFP timeline is provided below.

Online RFP Released	Monday, March 3, 2025 8:00 a.m. CT (9:00 a.m. ET)
Intent to Bid Document Due – uploaded as a response document within online event	Friday, March 7, 2025 5:00 p.m. CT (6:00 p.m. ET)
Bidder Question Submission Deadline – via Optavise’s messaging system	Friday, March 7, 2025 5:00 p.m. CT (6:00 p.m. ET)
MCHCP Response to Submitted Questions – via Optavise’s messaging system	Thursday, March 13, 2025 5:00 p.m. CT (6:00 p.m. ET)
All Proposals Due	Monday, March 24, 2025 5:00 p.m. CT (6:00 p.m. ET)
Final Vendor Selection/Contract Award	Late May, 2025
Contract Effective Date	Upon signature
Audit Begins	Early July, 2025

If this notice should have been sent to a different individual within your organization, please contact Tammy Flaughner by phone at 573-526-4922 or by email at tammy.flaugher@mchcp.org.