

# REQUEST FOR PROPOSAL

ENTITLED:

## “Dispute Resolution Program”

Official Responses to Offerors' Questions

Question Number	RFP Page #	Section Reference	Question	Response
1	9	Section 1.4(6) Offeror Eligibility	<p>It appears, by my read of the RFP, that an Offeror must be a health-based organization in order to qualify for this opportunity to provide dispute resolution services. Can you confirm that this is the case?</p> <p>We reached out to the Utilization Review Accreditation Commission (URAC) for information regarding "full accreditation" and their response suggested that the accreditation was, likewise, for health organizations.</p>	<p>The Department understands that URAC has Independent Review Organization (IRO) standards for third-party organizations providing medical determinations. The intent of this requirement is to ensure Offerors have IRO accreditation from URAC.</p>