September 2025

Notice of Request for Proposals

General Conditions and Instructions to Offerors for HEDIS Abstraction Services

Alameda Alliance for Health
1240 South Loop Road
Alameda, California 94502
VendorMgmt@AlamedaAlliance.org

Key Dates:

Timeline	
RFP issued	September 8, 2025
RFP responses due (no exceptions)	October 6, 2025
Finalist selection	October 15, 2025
Finalist interviews and presentations	October 20, 2025 – October 31, 2025

I. About Alameda Alliance for Health

Alameda Alliance for Health ("Alliance" or "Plan") is a local, public, not-for-profit managed care health plan committed to making high-quality health care services accessible and affordable to Alameda County residents. Established in 1996, the Alliance was created by and for Alameda County residents. The Alameda Alliance Board of Governors, leadership, staff, and provider network reflect the county's cultural and linguistic diversity. The Alliance provides health care coverage to more than 400,000 children and adults with limited resources through a National Committee on Quality Assurance ("NCQA") accredited Medi-Cal and Alliance Group Care programs (an employer-sponsored that provides affordable comprehensive health care coverage to In-Home Supportive Services ("IHSS") workers in Alameda County.

The Alliance will open a new line of business for Medicare Advantage (MA) Dual Eligible Special Needs (D-SNP) members on Thursday, January 1, 2026.

a) Programs

Medi-Cal:

Medi-Cal is a state-sponsored health insurance program administered through Alameda Alliance. Medi-Cal provides comprehensive health care coverage for those who meet income guidelines, including:

- Adults who meet income requirements
- Families and children;
- People with disabilities; and
- Seniors

Alliance Group Care:

Alliance Group Care provides low-cost health care coverage to IHSS workers in Alameda County. Benefits include routine care from a primary care physician, specialty care, hospital care, and other services.

IHSS home care workers may qualify for Alliance Group Care through the Alameda County Public Authority for IHSS.

Alliance Wellness:

Starting January 1, 2026 the Alliance will be offering a D-SNP plan. Alliance Wellness provides coverage for individuals in Alameda County who are eligible for both Medicare and Medi-Cal

II. Alameda Alliance Abstraction and Over-Read Needs

a) Purpose

. Alameda Alliance seeks a vendor to conduct the onshore abstraction and onshore over-read of charts for the 2025 HEDIS season. Plan is searching for a vendor to provide:

1. Medical Record Review ("MRR") software solution to support, track, and report abstraction progress.
2. Onshore abstraction services for approx. 6,500 (+/- 10%) Plan retrieved charts.
3. Onshore over-reading services for 20% to 30% of the approx. 6,500 (+/- 10%) charts abstracted.
4. Availability to download and reproduce annotated medical record images at all times during the project and delivery of same annotated medical records after the project.
5. Vendor compatible data file delivery of all outcome related information related to medical record review.
6. Report hybrid HEDIS measures according to the most current NCQA HEDIS specifications (for both Medi-Cal (Medicaid), DSNP) and Commercial lines of business).
7. Meet California-specific state Medi-Cal requirements, including HEDIS hybrid measures and non-HEDIS hybrid measures.
8. Integrate with Alameda Alliance's certified software vendor (Cotiviti product) with accurate and complete HEDIS results and non-HEDIS measure results for the purpose of submission to NCQA and DHCS within required timelines.

b) Definitions

Chase: A chase is a request for one member's medical record retrieval for one (1) measure at one (1) provider address. Each member and provider address and measure count as one (1) unique chase.

Chart Abstraction: The process of collecting important information from a patient's medical record and transcribing that information into discrete fields or locations. Abstraction must be in accordance with the NCQA HEDIS 2025 Technical specifications. The abstractor must be located in the United States of America (onshore). Vendor must guarantee no less than a 95% abstraction accuracy rate.

Over-reading: Over-reading is the quality control process performed by validating medical record abstraction results through a second round of review after field abstractors have completed their process. The over-reader is responsible for

verifying that the data captured for hybrid numerator compliance is accurate for the outlined measures. The over-reader must be located in the United States of America (onshore).

Annotation: The process of highlighting, bookmarking or otherwise identifying hybrid numerator compliance or exclusionary evidence in a medical record. The annotator must be located in the United States of America (onshore).

III. Solicitation Terms and Conditions

a) Questions about this RFP:

Vendors may submit written questions regarding this RFP by email to **VendorMgmt@AlamedaAlliance.org**. Alameda Alliance will reply as appropriate.

b) Amendment of RFP:

Alameda Alliance retains the right to amend the RFP by a written amendment posted on the Alameda Alliance website.

c) Alameda Alliance option to reject proposals:

Alameda Alliance may, at its sole discretion, reject any or all proposals submitted in response to this RFP at any time, with or without cause. Alameda Alliance shall not be liable for any costs incurred by the Vendor in connection with the preparation and submission of any proposal. Alameda Alliance reserves the right to waive immaterial deviations in a submitted proposal.

d) Proposal timeline:

The timeline for this RFP is as follows:

Timeline	
RFP issued	September 8, 2025
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IV. General Vendor Information

Provide the following information about your organization:

a) Vendor primary contact:

Vendor Primary Contact	
Name and title	
Address	
City, State Zip	

Alternate phone	
Fax	
E-mail	
Vendor website	

b) Vendor locations (City and State):

Department/Entity	City	State
Corporate headquarters		
Support personnel		
Client education personnel		
In what state(s) is the vendor incorporated?		

c) Vendor employee details:

Indicate the number of employees in your organization (by category):

Department/Entity	Number of Employees
Total employees	
Client education personnel	
Installation	
Ongoing support	
Technical support and hours available	
Trained or licensed abstractors	

d) Vendor background and customer base:

Criteria	Answer
How long has your company been in business?	
Has your company received notice of violation of, or been convicted of a violation of any Federal, State or local law? If yes, please explain. Provide additional attachments if necessary.	
Has your company been listed as an excluded vendor by any Federal or State agency or convicted of a criminal offense related to healthcare? If yes, please explain. Provide additional attachments if necessary.	
Has your company been cited for or does your company have business activities that contribute to the violation of human rights? If yes, please explain. Provide additional attachments if necessary.	
Does your organization offshore any obligation of its services which requires access, use or disclosure of Alameda Alliance's confidential or proprietary information, to any Subcontractor	

Criteria	Answer
that is not located in the United States, or is not subject to the jurisdiction of a court in the United States. If chosen, Vendor shall not fulfill any obligation of this Agreement through such means.	

V. RFP Submission Responses

	Topic	Explain your responses for each question outlined below:
1.	Executive Summary	Please provide a high-level description of how your proposal will meet the project requirements. *(Maximum response: 1 page)*
2.	Experience	Describe your firm's experiences providing HEDIS abstraction services. Specify your experience in the following: *(Maximum response: 4 pages for all Q2)*
2a.		Working with any **Medi-Cal** Health Plans. If yes, which plans and what services did you perform?
2b.		Working with other **Commercial Health Plans**. If yes, what services did you perform?
2c.		Working with other **DSNP Plans**. If yes, what services did you perform?
2d.		How many clients did not re-contract with you in the last two (2) years? Why?
2e.		List the certified HEDIS vendors you have worked with in the last three (3) years.
2f.		Please provide three (3) client references that Alameda Alliance can contact. Please select client(s) preferably in the state of California and similar in size and makeup to Alameda Alliance.
3.	Implementation process	Describe your company's process for implementing your MRR HEDIS software at a new client site. Provide a sample implementation work plan indicating: a. Tasks required; b. Relative sequence of tasks and any key dependencies between tasks; c. Responsible parties for each task (Vendor and Alameda Alliance); d. Include major areas of subcontractor work, if any; and e. Estimated time to complete each task.

	Topic	Explain your responses for each question outlined below:
		(Maximum response:4 pages for all Q3)
4.	Inbound data files technical requirements and reporting	Describe your software's ability to accept large volume files of different file types. Include any inbound chart chase file requirements needed to populate your software. *(Maximum response:4 pages for all Q4)*
4a.		What type of testing is done when loading incoming files? Provide the file layout and instructions for a data load.
5.	Data validation	For files received from Alameda Alliance and our provider network, what type of data validation would be completed? Will Alameda Alliance be notified of any data removed from the sample as part of the cleaning process? *(Maximum response:2 pages for all Q5)*
5a.		Explain how your company de-duplicates chase records and quality checks files received.
6.	Abstraction and over-read process	Describe your record abstraction process. Include your software's ability to track the abstraction status and workflow for each request. *(Maximum response 4 pages for all Q6)*
6a.		What are the qualifications of your abstraction staff? Are they Registered Nurses ("RN"), Licensed Vocational Nurses ("LVN"), Certified Professional Coders ("CPC") or other? What HEDIS specific certification or training hours are required?
6b.		What are your chart abstraction turn-around-times?
6c.		Describe your over-read process and if your software has the capability for Alameda Alliance to perform over-reads in the system. Include your recommended percentage of records over-read.
6d.		What is your recommended percentage of charts to be over-read for Alameda Alliance, (10%, 20%, or a different percentage)?
6e.		Will you accommodate requests for increased over reading by measure or for a particular reviewer?
6f.		Describe your exclusion process workflow. How are excluded files handled and viewed in your system? What dispositions are available and communicated to Alameda Alliance for excluded records?

	Topic	Explain your responses for each question outlined below:
6g.		Describe your onsite staffing model to perform the abstraction and over-read process.
7.	Outbound (back to Alameda Alliance and certified HEDIS software)	Describe workflow(s) for transmission for chart data pickup and results delivery to Alameda Alliance. Are there any constraints for file receipt? Also describe the naming convention used and any relevant crosswalk or communication tools used to track progress. *(Maximum response:4 pages for all Q7)*
7a.		Explain how completed files (abstracted, and if completed, over-read) are annotated then transferred and communicated to Alameda Alliance. Please include analytic capabilities to measure progress against stated goals.
7b.		Describe the frequency and format of reports that you would provide to Alameda Alliance. Is abstraction data viewable in real-time?
8.	MRR Software	Describe the hosting and platform/hardware requirements of your MRR software application. *(Maximum response:4 pages for all Q8)*
8a.		Explain the availability and capability for your MMR software when offline (example: when abstractors are on site where internet may be unavailable).
8b.		Describe your MRR software's key differentiator(s) from your top three (3) competitors.
8c.		Does your MRR software system permit medical records to be attached and viewed in your system for your abstraction? Please explain the searchable and viewable elements and functions.
8d.		Describe how your MRR software system integrates medical record/hybrid data to a certified vendor's software.
8e.		If Alameda Alliance can host your MRR software in-house, describe the required IT resources and estimated resource usage for our internal IT staff to support this option.
8f.		Would you share your system data model with Alameda Alliance? Or is your system a closed system? Would Alameda Alliance be permitted to query the data in the backend?

	Topic	Explain your responses for each question outlined below:
9.	Service approach	Describe your help desk support capabilities, policies/ procedures and hours of operation. *(Maximum response: 5 pages for all Q9)*
9a.		How will you keep Alameda Alliance informed of the project status? Please describe how project milestones are determined and communicated.
9b.		Specify the primary point of contact or project manager for this contract and any other core team members that may support this project, including resume(s), percentage of time to be devoted to project, and experience with similar projects. What are standard project management hours?
9c.		Describe your standard Service Level Agreements (SLAs) regarding MMR software availability, critical and non-critical bug fixes, and help desk response times.
9d.		How do you handle customer issues during the HEDIS reporting period? Potential situations that might require communication: a. Delays in delivery of chart chase file(s); b. Scheduling delays; and c. Retrieval delays.
9e.		Describe the procedures used to correct disputes between vendor and customer. What time period does Alameda Alliance have to report any disputes?
9f.		Describe your dispute escalation process. Please include communication turnaround time expectations for inquiries, issue resolution, scope change response and file transmission.
9g.		Describe any services or portion of services which will be performed by another firm, and provide relevant information on said firm's qualifications and personnel.
9h.		Explain training options for NCQA hybrid specification training by the vendor for Alameda Alliance staff.
10.	Pricing	Provide a detailed description of your pricing model for HEDIS abstraction, over-read and software services for Alameda Alliance. Price should be provided per chart abstracted. Include: a. One-time costs; b. Abstraction costs; c. Travel and other expense reimbursement; and

	Topic	Explain your responses for each question outlined below:
		d. Training and development costs for HEDIS hybrid specification training for eight (8) Alameda Alliance personnel. *(Maximum response: 2 pages for all Q10)*
10a.		Does your pricing include any client disincentive premium fees added based on non-adherence to project milestones? If so, explain.
10b.		In **Question 6d**, you provided professional suggestions for percentage of vendor abstracted charts over-read. Include associated pricing determinants and calculation.
10c.		Does vendor permit performance guarantee tied to performance?
11.	Value add	Do you provide any value added services with no charge to Alameda Alliance? *(Maximum response: 2 pages for all Q11)*
12.	Miscellaneous	Add any details pertinent to your organizational capabilities and the topics of this RFP. *(Maximum response: 1 page for all Q12)*

VI. Requested Attachments

Review the table below for required and optional supplemental attachments, and include the names of all additional documents returned with your response to this RFP. Any additional attachments you would like to include can be added into additional rows in the table. As a reminder, attachments are not to be used in lieu of answering the questions included in this RFP document.

Attachment Requested	Required (Y/N)	Name of File Submitted
Three (3) written client references (letters and contact details)	Y	
Implementation plan and timelines	Y	
Resumes for key individuals	Y	

VII. Instructions for Response

Included as the attachment to this RFP is Alameda Alliance's standard Consultant Services Agreement ("CSA") and Business Associate Agreement ("BAA"); Vendor agrees to be bound by the terms of both CSA and BAA.

If you have any questions regarding this Request for Proposal, email your questions to **VendorMgmt@AlamedaAlliance.org**.

Submit RFP responses electronically or via mail to:

VendorMgmt@AlamedaAlliance.org
1240 South Loop Road
Alameda, CA 94502

Please include the following in the Subject Line:

RFP Submission – HEDIS Abstraction

Electronic submissions must be received by **October 6, 2025 by 5 pm Pacific Time** in order to be considered.