

# Request for Proposal

## ***Non-Emergent Transportation for Health Plan Members***

Requested by:

Baylor Scott & White Health Plan

February 19, 2025

Baylor Scott & White Health Plan is part of Baylor Scott & White Health, the largest not-for-profit healthcare system in Texas and one of the largest in the United States. Baylor Scott & White Health Plan has over 500,000 covered members and covers approximately two-thirds of Texas.

#### **DESCRIPTION OF SERVICES SOUGHT**

The Baylor Scott & White Health Plan (the “Health Plan”) is seeking a service provider to provide non-emergent transportation (the “Services”) for Scott & White Health Plan members (“Members”) supporting Members’ access to health and medical supplies and facilities. The selected Service provider(s) will be expected to demonstrate understanding that the services they provide are critical to the health and well-being of Texans and must perform the Services in such an appropriately mission-driven manner.

The Services will be requested by Members, clinical and support professionals, and, infrequently, the Health Plan. The selected Service provider must have processes and technology in place to support closed-loop communication regarding the Services with Members, other requesting parties, or both, ensuring Members’ transportation occurs as expected.

The selected Service provider must have capabilities sufficient to understand health plan benefits related to transportation and counsel Members on benefit availability relating to each request for transportation. The selected Service provider must also have the capability to provide 837 files to the Health Plan with appropriate data relating to Member transportation.

Services will include vehicle transportation of Members whose abilities range from well-and-ambulatory to Members who have cognitive or neurological limitations, are wheelchair-bound, or otherwise require accommodating assistance into and out of vehicles, and their origin and destination buildings. Vehicles required for the Services will include but might not be limited to:

- Sedans
- Minivans
- Vans or buses with wheelchair lifts, including capabilities and accommodations for bariatric patients

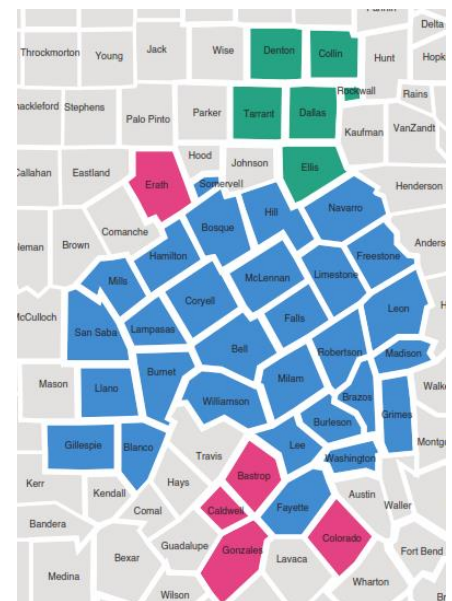
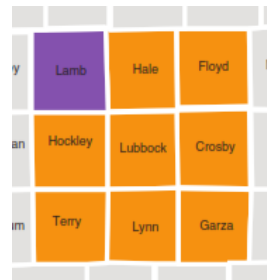
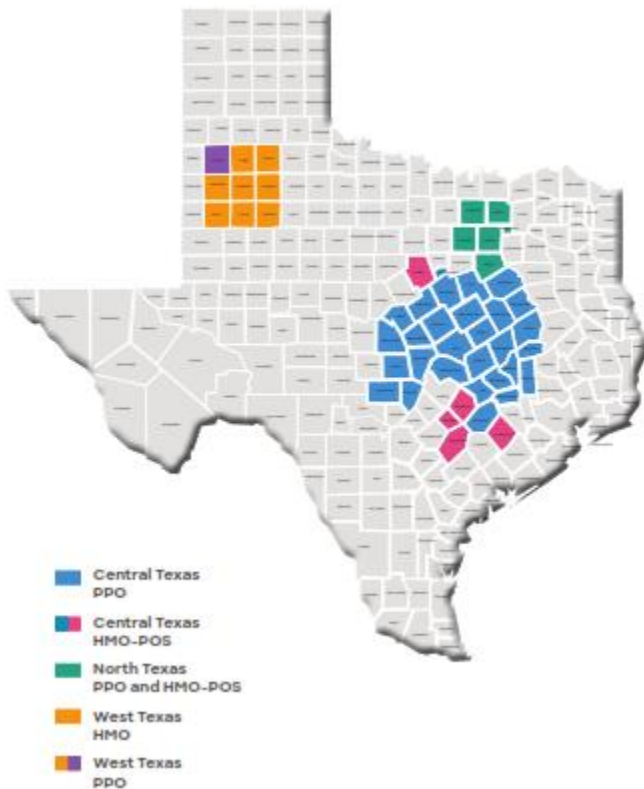
Accommodating assistance will be required by some Members, including but not limited to:

- Providing door-to-door assistance
- Providing door-*through*-door assistance
- Providing assistance navigating medical facility building interiors

The Service provider must have in-place – and describe to the Health Plan – processes and infrastructure to identify *and proactively remedy* scheduled transportation events that are in jeopardy of not being completed for any reason, resulting in minimal if any deviation from Members’ schedules. The Service provider must be able to provide service reliability meeting the following key performance indicators: 95% on-time arrival (within 10 minutes of scheduled time for both arrival at origin and arrival at destination) and 98% overall transportation completion (except when Member’s action or inaction directly impede transportation completion).

The Health Plan has approximately 32,000 transportation benefit-eligible members; approximately 1.5-2% used the transportation benefit in the past benefit year. Little deviation from this utilization is anticipated for the coming benefit year.

Service coverage will need to include the counties identified below. Johnson County, south of Tarrant County, will be added to the service area for 2026.



## RfP OBJECTIVE

At the request of the Health Plan, Vizient is extending this invitation for service providers to participate in the request for proposals (RfP). Under this model, suppliers will benefit from the strong national contracting expertise and resources of Vizient, while increasing the opportunity to customize contracts based on the Health Plan's unique requirements.

The intent of this RfP is to collect information on the overall value, capabilities, and market dynamics. Service providers may respond to any or all the service areas in which they are qualified to perform.

The Health Plan is interested in engaging with service providers that offer optimal value in the form of cost and quality. Refer to the attached Excel document titled "Attachment A – Questionnaire and Pricing" and complete the RfP questions for areas in which your organization has demonstrated expertise and implemented services.

## GENERAL RfP TERMS & CONDITIONS

Please respond to this RfP in accordance with the following instructions:

1. Quiet Period – Print, sign and return a scanned copy of the attached acknowledgement letter titled "Attachment B - BSWH Quiet Period Policy Supplier Agreement" and email to Matt Goings and Brian Kellner within three business days of RfP distribution. Per the terms of this Quiet Period policy, service providers will not contact

the Health Plan or anyone at Baylor Scott and White Health regarding this invitation. Failure to adhere to the Quiet Period may result in the disqualification of your invitation to the RfP.

2. Service provider will not make any adjustments to the “Attachment A – Questionnaire and Pricing”.
3. Service provider is required to provide all information requested in the Attachment A – Questionnaire and Pricing.
4. Service provider should provide information regarding any other forms of value they are willing to provide (e.g., bulk volume discounting, etc.).

#### **SCHEDULED OF KEY DATES**

Event	Due Date
RfP Distribution	February 19, 2025
Vendor's Confirmation of Intent to Participate & Questions	February 24, 2025, no later than 12 p.m. CST
BSWH Response to Vendor Questions	February 27, 2025
Proposal Due Date	March 3, 2025

**Please prepare your proposal and send it to Matt Goings and Brian Kellner on or before March 3, 2025, at 12:00pm Central Standard Time.**

Thank you in advance for your time. We look forward to collaborating with you as we seek to create a mutually-beneficial relationship. If you need additional information regarding this request, please feel free to contact us (contact information listed below).

We look forward to your response.

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