



**State of New Jersey**

DEPARTMENT OF BANKING AND INSURANCE

ADMINISTRATION

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January 15, 2025

Notice to: All Interested Bidders

Re: Questions & Answers Request for Proposal (RFP): Arbitrations between Pharmacy Benefit Managers and Carriers or Pharmacies pursuant to L.2023, c.107

Bidders Questions Due Date: **Closed - 1/6/25.**

Proposal Submission Due Date: **Updated 1/22/25 at 5:00 p.m. (EST).**

NOTE: DOBI recently received questions regarding this RFP. As a courtesy to all interested bidders the DOBI answers are enclosed.

All other instructions, terms, and conditions of the RFP shall remain the same.

**Answers to Questions**

#	Page #	RFP Section	Bidder Questions	DOBI Answers
1		General	Can the NJ IHCAP portal be used to deliver determinations to the state securely?	There is no statutory prohibition on the use of an existing portal to deliver determinations to the state securely.
2		General	Is a customer service help line required? If so, what are the requirements?	A customer service help line and dedicated email address are required to provide arbitration filing direction and general inquiry response Monday through Friday between the hours of 8:00am and 6:00pm.

3		General	Can you please provide the annual project volumes for this contract?	While the program is new and the volume cannot be specifically projected at this time, the Department anticipates that arbitrations will begin to be submitted by parties immediately upon the launch of the arbitration process.
4		General	Is a URAC PBM accreditation required?	Utilization Review accreditation Commission (URAC) is not required but encouraged. However, the vendor must have external review accreditation from a nationally recognized private organization, such as URAC. See Revised RFP in section 2.1B.
5		Section 2.1A, p4	Are medical professionals required for each case? Can you please define medical professionals in the context of this work?	The Scope of Work (SOW) provides that the selected contractor/vendor is required to employ or contract with medical professionals as necessary, and the contractor/vendor should be prepared to take such measures as are needed to ensure compliance with this requirement.
6		Section 2.5.1, p9	Can you please define the continuing education requirements for arbiters?	No specific course is required by P.L.2023 c. 107, but the continuing education requirements for arbitrators should focus on remaining current with state and federal laws regarding pharmacy benefit managers, medications, and pricing data.