MASTER

State of Nevada

Department of Administration
Purchasing Division

RFP #3051

Temporarily Assigned Medical Related Positions

Part I:

Technical Proposal Response

Proposal Opening Date: 6/26/2013
Proposal Opening Time: 2:00 PM

Submitted By:

Avysion Healthcare Services
1500 Fulling Mill Road
Middletown, PA 17057
Phone: (866)823-9536
Email: ltokar@avysion.com
www.avysionhealthcare.com

MASTER

RFP #3051
Temporarily Assigned Medical Related Positions

Part I:
Technical Proposal Response Title Page

Part I A – Technical Proposal	
RFP Title:	Temporarily Assigned Medical Related Positions
RFP:	3051
Vendor Name:	Avysion Healthcare Services
Address:	1500 Fulling Mill Road Middletown, PA 17057
Proposal Opening Date:	6/26/13
Proposal Opening Time:	2:00 PM

State of Nevada, Department of Administration, Purchasing Division
Temporarily Assigned Medical Related Positions
Response to Request For Proposal 3051

MASTER

Contents

VENDOR INFORMATION SHEET FOR RFP 3051 1

STATE DOCUMENTS 2

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION 2
ATTACHMENT C – VENDOR CERTIFICATIONS 3
ATTACHMENT K – CERTIFICATION REGARDING LOBBYING 5
CERTIFICATIONS AND LICENSES 5

ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION 11

OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP 11

***EXECUTIVE SUMMARY* 13**

OUR UNDERSTANDING OF YOUR REQUIREMENTS 13
STATE OF NEVADA CLIENT RELATIONSHIPS 14
CLOSING 14

RFP SECTION 3: SCOPE OF WORK 15

EMPLOYEE BENEFITS 18
***Employee Health Insurance Coverage and Costs* 19**
SKILL TESTING, SCREENING AND LICENSURE CHECKS 21
***Skill Testing* 21**
***Ongoing Screening and Licensure Checks* 23**
***Benefits and Incentives* 23**
***Skill Enhancement Opportunities* 24**
PROCESS FOR REFERRALS OF INDIVIDUALS FROM THE AGENCY [3.2.3.1] 25
PROCESS FOR CONTRACTOR RECRUITING CANDIDATES FOR AGENCY 25
INTERVIEW [3.2.3.2] 25
PROCESS FOR SUBMITTING SERVICE REQUESTS 26
AVYSION'S RECRUITING PROCESS 27
CORPORATE QUALITY POLICY 29
EMPLOYEE/CONTRACTOR CORPORATE INSURANCE COVERAGE 31
WORK HOURS FOR 1099 CONTRACTORS 32
QUARTERLY REPORTING TO THE STATE 35
E-TIMECARD AND EXPENSE REPORTING 38

RFP SECTION IV: COMPANY BACKGROUND AND 41

REFERENCES – VENDOR INFORMATION 41

ADMINISTRATIVE AND CLINICAL MEDICAL STAFFING EXPERIENCE 46
LARGE-SCALE STATE MEDICAL CONTRACT MANAGEMENT EXPERIENCE 47
ABILITY TO MEET CUSTOMER SERVICE GOALS FOR MEDICAL STAFFING 48
CLIENT REFERENCES 51
***Client Reference Number 1* 51**
***Client Reference Number 2* 52**
***Client Reference Number 3* 53**
ACCOUNT MANAGEMENT TEAM 54

ORGANIZATION CHART 55
QUALIFICATIONS OF ACCOUNT MANAGEMENT TEAM 56
PROPOSED STAFF RESUME 1: LEONARD TOKAR 58
PROPOSED STAFF RESUME 2: MICHAEL HAYWOOD 60
PROPOSED STAFF RESUME 3: MANNING SMITH 62
PROPOSED STAFF RESUME 4: CHRISTINE BLYWEISS 64

OTHER INFORMATIONAL MATERIAL 66

VENDOR INFORMATION SHEET FOR RFP 3051

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	Avysion Healthcare Services

V2	Street Address	1500 Fulling Mill Road

V3	City, State, ZIP	Middletown, PA 17057

V4	Telephone Number		
	Area Code:	Number: (717) 939-6500	Extension: 209

V5	Facsimile Number		
	Area Code:	Number: (717) 939-6522	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Leonard Tokar
	Title: Director of Operations
	Address: 1500 Fulling Mill Road, Middletown, PA 17057
	Email Address: ltokar@avysion.com

V8	Telephone Number for Contact Person		
	Area Code:	Number: (717) 939-6500	Extension: 209

V9	Facsimile Number for Contact Person		
	Area Code:	Number: (717) 939-6522	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Donna Snyder	Title: President

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date:

STATE DOCUMENTS

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part I B – Confidential Technical Information			
YES		NO	
Justification for Confidential Status			

A Public Records CD has been included for the Technical and Cost Proposal			
YES		NO	

Part III – Confidential Financial Information			
YES		NO	
Justification for Confidential Status			

Avysion Healthcare Services
Company Name

Signature

Donna Snyder
Print Name

Date

ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Avysion Healthcare Services

Vendor Company Name

Vendor Signature

Donna Snyder

Print Name

Date

ATTACHMENT K – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: _____ _____
Signature of Official Authorized to Sign Application Date

For: Avysion Healthcare Services
Vendor Name

Medical Staffing Services
Project Title

Certifications and Licenses

The Joint Commission

HELPING HEALTH CARE ORGANIZATIONS HELP PATIENTS

Quality Check

SEARCH | ABOUT QUALITY CHECK | CERTIFIED ORGANIZATIONS | TAKE OUR SURVEY | QUALITY DATA DOWNLOAD | CONTACT US | HELP

What the Gold Seal of Approval™ Means

Search Results:

For zip code "17057", service type "Health Care Staffing", yielded 1 health care provider. NEW SEARCH

PRINT

Results: 1-1 of 1 Page 1 of 1

Organization	Accreditation/ Certification	Special Quality Awards	Services
Avysion Healthcare 1500 Fulling Mill Road Middletown, PA 17057 (within zip code) 717-939-6500 Directions WebSite Also provides care at: **Middletown, PA** 1500 Fulling Mill Road Middletown, PA 17057 (within zip code 17057) Directions	The Joint Commission The Gold Seal of Approval™ Certification • Health Care Staffing View Certification Quality Report		View All Services

Results: 1-1 of 1 Page 1 of 1

NEW SEARCH

The Joint Commission obtains information about accredited/certified organizations not only through direct observations by its employees ...Read more.

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DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S3-02-01
Baltimore, Maryland 21244-1850

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

Office of Clinical Standards and Quality

Donna Snyder
President
Avysion Healthcare Services
1500 Fulling Mill Road
Middletown, Pennsylvania 17057

JUN 14 2012

Dear Ms. Snyder:

We have reviewed your application of May 29, 2012 requesting that the Centers for Medicare & Medicaid Services certify Avysion as a Quality Improvement Organization (QIO)-like entity for the State Pennsylvania. As a result of this review, we have determined that Avysion meets the requirements to be a QIO-like entity, namely:

- It is a physician-access organization under section 1152 of the Social Security Act (The Act);
- It is able to perform limited medical and quality review functions required under Section 1154 of the Act;
- It has one individual who is representative of consumers on its governing body under section 1152 of the Act; and
- It is not a health care facility, health care facility affiliate, or health care facility association as defined in 42 CFR 475.105.

This certification designates Avysion as a QIO-like entity eligible to fully operate in Pennsylvania. Avysion may also operate in other states with the exception of performing Medicare medical reviews. For the conduct of Medicare medical review work, a QIO-like entity must meet the requirement that the QIO-like entity have access to or agreements with peer reviewers in the state in question.

If the QIO-like entity determines to conduct Medicare medical review work in a state other than the state for which it has submitted a list of medical reviewers, this criterion must be met and submitted for approval by CMS before such work can be undertaken.

Page 2-Donna Snyder
Avysion

Your certification is granted for a period of 3 years and will expire on June16, 2015.

This certification of eligibility permits your organization to seek a contract with the states for review activities within the requirements. In addition, states have specific qualifications and performance requirements depending upon the scope of work they desire to procure. This certification does not reflect a determination as to whether your organization has the ability to meet those requirements. The state is responsible for making that determination. We have certified your organization to review cases and analyze patterns of care related to medical necessity and quality review. We have not certified the organization as meeting the State Medicaid Agency's requirements for external quality review or related functions such as utilization review specified in 1903 (a) (3) (c) and 1932 (c)(2) of the Act. In addition, we have not evaluated the organization to perform the same functions as a QIO under contract with CMS.

You must provide an annual assurance statement of your continued adherence to certification requirements within 30 days of the last month of the first certification year and within 30 days of the last month of the second certification year. In addition, if there are any changes in the name, address, or pool of physician reviewers you must notify this office for a reevaluation of your certification. Recertification requires submission of the complete package a minimum of 60 days prior to the expiration of the current certification.

At any time during the certification period if Avysion no longer meets the above criteria, you must notify the agency and it will no longer be considered a QIO-like entity. The certification will be terminated. You may reapply at any time if this occurs.

If you have questions, please contact Malinda Greene of my staff on (410) 786-7829 or Email, malinda.greene@cms.hhs.gov.

Sincerely,

For

Jean Moody-Williams, RN, MPP
Director
Quality Improvement Group
Office of Clinical Standards and Quality

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urac

Welcome Back to AccreditNet
Elizabeth Chestnut, Avysion Healthcare Services*

MY ACCREDITNET | APPLICATION STATUS | PROJECT PLAN | TASK MANAGER | SITE PROFILE

Summary | Reference Docs | Company Demographics | Program Specific Data | Site Specific Data | Doc Submission

Date: 05/23/2012 5:25 PM

Subject: Notice of URAC Accreditation Decision for: FULL

From: Accreditnet Generic

To: Elizabeth Chestnut (echestnut@avysion.com)

Dear Elizabeth Chestnut:

Congratulations!

The URAC Accreditation Committee has met and reviewed your application for accreditation. Avysion Healthcare Services* has been granted FULL accreditation pursuant to Case Management, Version 4.0. Your organization is commended for its commitment to promoting quality health services by obtaining accreditation.

Please click on this link http://accreditnet.urac.org/accreditnet/summary/1766 to access the URAC Accreditation Certificate, URAC Accreditation Summary Report, URAC Accreditation Seals, Marketing Guidelines and other documents and references required for the maintenance of your accreditation. We suggest you download these documents and save a copy for your files.

If a follow-up onsite review is required, your URAC Accreditation Reviewer will contact you to make arrangements. Please take note of the Terms and Conditions of your accreditation as detailed in the Accreditation Summary Report.

URAC Finance will invoice the organization for onsite fees and travel expenses within 45 days from the onsite dates. Please ensure all remaining onsite fees and travel expenses incurred during your review are handled promptly.

Thanks for your assistance during the accreditation process, and thanks for choosing URAC as your accreditation organization.

Sincerely,

URAC Accreditation Department

Contact Us | FAQ | Privacy

URAC 1220 L STREET NW SUITE 400 | WASHINGTON, DC 20005 | PHONE 202-216-9010 | FAX 202-216-9006
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Welcome Back to AccreditNet
Elizabeth Chestnut, Avysion Healthcare Services*

urac

MY ACCREDITNET

Summary **Reference Docs** **Company Demographics** **Program Specific Data** **Site Specific Data** **Doc Submission**

Date: 05/23/2012 5:31 PM

Subject: Notice of URAC Accreditation Decision for: FULL

From: Accreditnet Generic

To: Elizabeth Chestnut (echestnut@avysion.com)

Dear Elizabeth Chestnut:

Congratulations!

The URAC Accreditation Committee has met and reviewed your application for accreditation. Avysion Healthcare Services* has been granted FULL accreditation pursuant to Health Utilization Management , Version 6.0. Your organization is commended for its commitment to promoting quality health services by obtaining accreditation.

Please click on this link http://accreditnet.urac.org/accreditnet/summary/1765 to access the URAC Accreditation Certificate, URAC Accreditation Summary Report, URAC Accreditation Seals, Marketing Guidelines and other documents and references required for the maintenance of your accreditation. We suggest you download these documents and save a copy for your files.

If a follow-up onsite review is required, your URAC Accreditation Reviewer will contact you to make arrangements. Please take note of the Terms and Conditions of your accreditation as detailed in the Accreditation Summary Report.

URAC Finance will invoice the organization for onsite fees and travel expenses within 45 days from the onsite dates. Please ensure all remaining onsite fees and travel expenses incurred during your review are handled promptly.

Thanks for your assistance during the accreditation process, and thanks for choosing URAC as your accreditation organization.

Sincerely,

URAC Accreditation Department

Contact Us | FAQ | Privacy

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ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES _____ I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

_____
Company Name

_____
Signature

_____ _____
Print Name Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
N/A			
N/A			
N/A			

Executive Summary

Avysion Healthcare Services (Avysion), www.avysionhealthcare.com, is pleased to submit this response to Request for Proposal (RFP) #3051 issued by the State of Nevada, Department of Administration, Purchasing Division on behalf of the Department of Health and Human Services (DHHS) and various other State departments and agencies utilizing temporary medical services staffing.

In responding to this RFP, we have reviewed the detailed requirements and have developed our response to meet and in some cases, exceed these requirements. We have also provided value-added services and the inclusion of best practices garnered in our experience of successfully staffing over two (2) million hours of medical personnel to carry out various State Medicaid and other healthcare program initiatives in PA, MI, FL, MO, VA and NV.

Our Understanding of Your Requirements

Through this RFP, the State seeks to combine various contracts under one or more master agreements for the provision of medical staffing services across all State agencies and departments. In addition to reduced costs and improved quality, the new contract(s) will also provide spend visibility and insight via the vendor's quarterly reporting.

Our RFP response encompasses all essential functions and processes needed to meet these goals and successfully provide high-quality medical personnel staffing in a visible, risk adverse and cost-effective manner. These essential functions and processes include, but are not limited to, the following:

- ***Proven successful experience in the large-scale transition of temporary State medical personnel from various vendors to a one-vendor State-wide contract.***
- ***A broad range of State healthcare staffing capabilities, knowledge and expertise including, but not limited to: administrative, allied health, physicians, nursing, accounting, provider relations, pharmacy, provider relations, and health care consultants.***
- ***An established track record in staffing hard to fill positions in remote facilities, including State hospitals, ICF/MR centers and correctional facilities.***
- ***Ability to provide medical malpractice insurance for medical staff performing direct patient care in State-run facilities.***
- ***Local project management supplemented with corporate administrative support.***
- ***No-charge robust training for placed medical staffing, including nursing CEU classes.***
- ***Medical staffing background and credentialing verifications to State, The Joint Commission and URAC standards.***
- ***Enhanced customer service and resume production response times.***

- ***Replacement of unsatisfactory staff at no charge to the State within the first 5 hire days (e.g. the State would not be billed for the first week worked by unsatisfactory staff up to a total of 40 hours).***
- ***Technology enablers such as e-timecards and an electronic portal for resume submission to reduce the administrative burden for State personnel.***
- ***In partnership with, and at the request of the Nevada State Purchasing Division and/or DHHS program management, targeted personnel incentives to achieve State program initiatives.***
- ***Financial stability and proven adherence to State and Federal employment laws and regulations.***
- ***Recognition that contract success involves partnering with State departments and agencies to maintain exceptional service and quality levels.***

State of Nevada Client Relationships

Building upon our existing medical staffing presence, Avysion is committed to continuing to maintain strong relationships with the Purchasing Division, DHHS and related using agencies from the existing Avysion contract and continued high levels of support and recruiting capabilities throughout the contract life.

Avysion management has a strong corporate philosophy of local hiring and expansion in those States where we conduct business. Based on the geographic staffing requirements of this contract, we have opened and maintained NV-based offices as needed to service the major locations where staff will work under this contract.

Closing

We thank the Purchasing Division for the opportunity to present this executive overview of our unique qualifications and differentiators in response to your RFP. In the balance of our proposal response we will provide additional, detailed, company and technical information that will allow us to undertake this engagement and perform with excellence.

RFP Section 3: Scope of Work

RFP 3

3. SCOPE OF WORK

The awarded vendor will be required to process time sheets that have been signed or initialed by the appropriate agency on a bi-weekly, monthly, and/or semi-monthly basis. Temporary employees shall receive payment from the contractor via paycheck or direct deposit. Direct deposits shall occur and paychecks shall be mailed within five (5) working days of the time sheet submission. The awarded vendor shall pay the temporary employees based on the agreed upon rate between the contractor, using agency and temporary employee.

It is anticipated that the individual to be hired will be secured through the requesting agency and sent to the contractor to sign up to perform the specific services needed; however, agencies may request the contractor to recruit and provide the temporary employee.

A facsimile, email or telephone call from the agency will constitute a request for service. In the event the contractor recruits an individual, the agency reserves the right to interview the candidate to determine their qualifications for the requested position. The agency may reject and/or remove any individual who does not meet the requested experience or is deficient in the performance of the assignment.

Avysion has implemented an e-timekeeping system currently in use throughout the current Temporary Medical Staffing Contract. Timesheets are submitted by the contract staff member on a weekly basis and electronically approved by the appropriate State agency. Payment for services is provided via direct deposit on a bi-weekly basis, within five working days of the e-timekeeping submission.

Following is a screenshot representation of an Avysion e-timecard.

Figure 1 Avysion e-timekeeping screen

Logout | Help

State of Nevada Medical Staffing
E-timecard System

Home | Settings | Approvals | Reports | Manage | Administration

Contractor Name:	Nancy Nurse	Date Submitted:	6/21/2010 12:27:31 PM
Week Beginning:	6/12/2010	Date Approved:	6/21/2010 12:28:01 PM
Week Ending:	6/18/2010	Approved by:	State Approver
Worksite Location:	NEIS-Elko (NE)	Timesheet Id:	1734AP65A

Work Date	Work Day	Time In	Lunch Begin	Lunch End	Time Out	Total Hours
6/13/2010	Sun	09:00a			10:30a	01:30
6/14/2010	Mon	08:00a	01:00p	01:15p	02:00p	05:45
6/15/2010	Tue	09:00a	12:00p	01:15p	03:45p	05:30
6/16/2010	Wed	09:15a	11:30a	11:45a	01:15p	03:45
6/17/2010	Thu	09:00a			12:15p	03:15
6/18/2010	Fri	08:00a			09:00a	01:00

Hours Worked:	20:45
Total:	20:45

Total Expense: $0.00

Timecard comments: Added time for 06/18/10 per progress note. wlg

Approval Details for Billable Hours

Status: Approved by State Approver

Comments: Approved: 6/21/2010

Back/Cancel

Timecard - History Log

ID	Date	Name	Content	Audit ID

Avysion will continue to receive requests for service via facsimile, email, or telephone call. As with the current contract, the agency reserves the right to interview the candidate and accept or reject the individual. Avysion acknowledges that the agency may remove any individual who is not suitable.

RFP 3.1.1-3.1.2

3.1 Position Classifications

3.1.1 Attachment M represents a listing of position classifications to fulfill the needs of the various agencies within the State; however, the listing is not meant to be all-inclusive, while the hourly wages listed are estimates only. Hourly wage paid to the temporary employee shall be agreed upon between contractor, requesting agency and the temporary employee.

3.1.2 Agencies may request other medical related temporary positions by way of providing the contractor with the employee pay rate, position classification/title, required experience and description of duties. These additional positions shall be captured on reports submitted to the State by the contractor.

We have reviewed the RFP Attachment M that closely mirrors many of the medical staffing positions we have previously staffed or are currently staffing. We understand that hourly wages paid to the temporary employees for existing or new positions will be agreed upon between Avysion, the requesting agency and the temporary employee.

As other temporary positions are requested, these positions will be captured on customized reports provided by Avysion. Our current staffing contracts with the State of Nevada, Commonwealth of Pennsylvania and Coventry Healthcare (now Aetna), are structured to allow for the addition of new positions based upon the current or projected need of the agency or office. We have the contractual experience in adding these new positions to the contract and capturing their information on reports that we submit to our end user clients.

RFP 3.2.1

3.2 Benefits, Screening and Hiring Process

3.2.1 Vendors shall describe benefits provided to their temporary employees. A synopsis of benefits provided to employees, may include:

- Paid holidays and annual leave;
- Insurance coverage provided (i.e., medical, dental, vision, deductibles, etc.);
- Monthly cost to the employee for health insurance coverage, broken down for employee-only, employee-plus-spouse, employee-plus-children, or employee-plus-family (or for whatever tiers your plan provides).

If your company is in the process of evaluating benefits, please describe those considered and the planned date of implementation.

Employee Benefits

In addition to robust no-cost initial and continuing education training as further described under our response to RFP §3.2.2, Avysion currently offers three basic tiers of benefits for our medical staffing employees. These tiers have been developed based on State and/or contractual requirements and may vary based on position type, number of hours worked, etc. Employee-paid portions of health insurance will also vary based on the tier selected, agency input, or contract requirements.

The specific benefits associated with each tier are illustrated in the table on the following page.

We look forward to discussing these various options with the State and developing detailed modifications as needed to meet the goals and objectives of this contract.

Benefit	Tier I	Tier II (1)	Tier III
Paid Time Off (PTO) (2)	N/A	5 days annually (2)	10 days annually (minimum) (2)
Paid State Holidays (2)	N/A	10 days annually (2)	11 days annually (2)
401K (Currently up to 3% Employer Match)	Yes	Yes	Yes
Company-paid Short Term Disability (STD)	N/A	Yes	Yes
Company-paid Long Term Disability (LTD)	N/A	Yes	Yes
Company-paid Life	N/A	Yes	Yes
Dental	Yes	Yes	Yes
Vision	Yes	Yes	Yes
Health	No for calendar year 2013, Yes for calendar year beginning 2014 to meet PPACA requirements (3)	Yes/No (3)	Yes

Table Notes:
(1) Tier II is a customizable benefits package: *For example, a part-time, 30 hour/week physical therapist may have Tier II benefits of full insurance with no paid-time off and five paid holidays.*
(2) Avysion can modify/adjust this benefit according to the requirements of the State.
(3) Employer sponsored health insurance benefits are estimated at 2.7% effective 1/1/2014 for all employees working at least 30 hours per week subject to the Patient Protection and Affordable Care Act (PPACA).

Paid holidays are consistent with the Nevada State-observed holiday schedule.

Employee Health Insurance Coverage and Costs

Employees currently have the option of selecting two health care options: Health America Value Preferred Provider Organization (PPO) $5,000 X2 Plan or the Health America Value Preferred Provider Organization (PPO) $3,000 Plan.

The following table summarizes Avysion's current employee costs for insurance.

Enrollment Tier	PPO 2013 Bi-Weekly Payroll Deduction $5,000 X2 Plan	PPO 2013 Bi-Weekly Payroll Deduction $3,000 Plan	Vision Insurance Bi-Weekly Deduction	Dental Insurance Bi-Weekly Deduction
Single	$59.09	$153.79	$1.82	$16.23
Employee/Child	$236.30	$425.51	$5.27	$38.41
Employee/Children	$236.30	$425.51	$5.27	$38.41
Employee/Spouse	$255.10	$452.66	$5.27	$38.41
Family	$368.08	$623.14	$5.27	$38.41

As stated above, we look forward to discussing these various options and employee paid portions of these plans with the State and developing detailed modifications and customizations as needed to meet the goals and objectives of this contract.

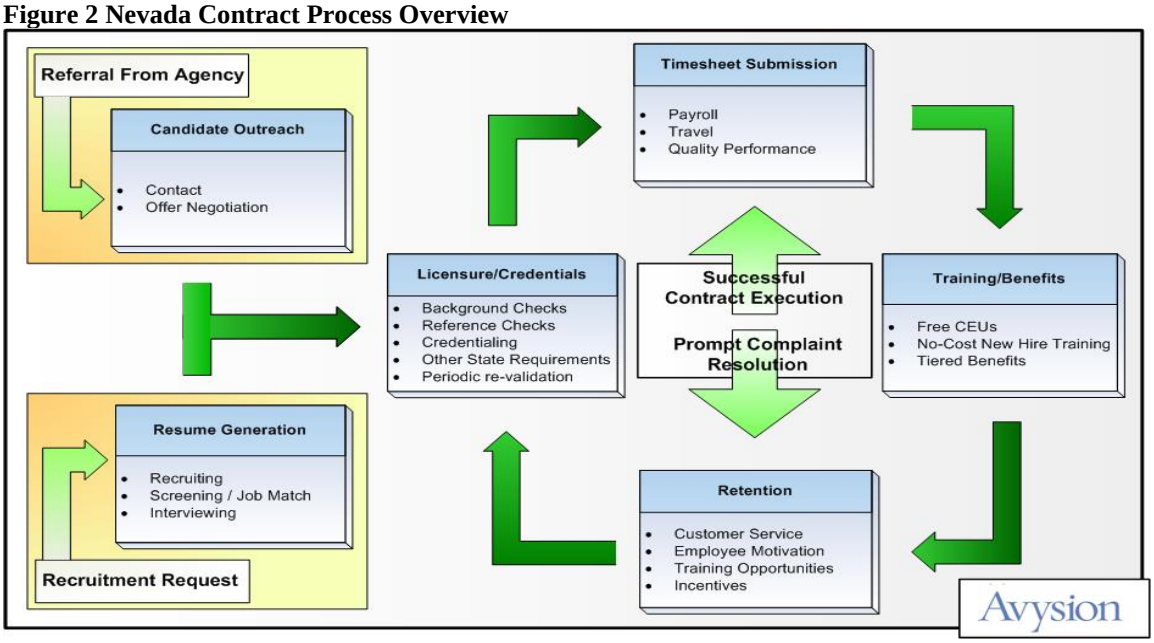
RFP 3.2.2

3.2.2 Vendors must describe how they will obtain and assign medical temporary staffing under the contract. The vendor's policies and responses should include the following:

- Define skill testing and screening mechanisms, including a description of reference and/or background checks solicited for each applicant;
- State of Nevada license verification (if applicable);
- Explain how required current licenses/credentials will be maintained for applicable positions;
- Describe any benefits and incentive programs, as well as skill enhancement opportunities which are available to assignable staff; and
- Explain the manner in which job assignments/job matching is determined.

Our project management team has a wealth of experience in on-boarding agency referrals and recruiting the potential temporary medical staff personnel that will be required under this contract. With the successful transition and placement of hundreds of state medical staff on current and previous contracts, we have learned the common lessons and best practices required to maximize our contract performance. A graphic overview of these comprehensive processes is depicted on the next page.

Figure 2 Nevada Contract Process Overview



Our referral-based placements, recruiting, and transition processes are more fully described under our response to the following RFP §3.2.3.

Skill Testing, Screening and Licensure Checks

Employee screening, skills testing and licensure verifications are critical to assessing the core competencies and viabilities of candidates. Avysion utilizes various interview, testing and assessment tools that will ensure the State is provided with the most qualified individuals to fulfill their temporary medical staffing needs.

Skill Testing

All skill testing will be performed to Joint Commission defined standards. For those positions that may not have "hard" skill requirements defined (such as data entry speed or other competencies), the specific screening and skills testing content varies by the nature of the assignment and the type of medical staffing required. In conjunction with the agency user, we routinely balance the need to quickly provide suitable candidates with the appropriate level of scrutiny for a particular position. For instance, while a short-term health care consultant candidate can be quickly vetted, a candidate for a long-term clinical leadership position such

as a Chief Psychologist needs a more extensive evaluation prior to being offered as a candidate, which may include complex testing such as the Myers-Briggs Type Indicator.

For many medical staffing positions, a candidate's skill level is based upon the candidate's experience, communication abilities and other demonstrable factors. Via the screening and interview process, Avysion assesses these skills, along with the candidate's references, licensure, credentialing and criminal history prior to presenting these candidates to the agency for interview.

Screening, Reference and Select Background Checks

Screening for all candidates will include:

- ***Job application must be completed in full;***
- ***Identity verification;***
- ***Copy of resume (must include a complete chronology of all activities to present);***
- ***Names and contact information of two work-related references and one personal reference;***
- ***Previous employer, educational and reference checks completed; and***
- ***Job or agency specific requirements (e.g. child abuse background check, physical examinations, required immunizations) verified.***

Additional initial screening for certified or licensed professionals will include:

- ***Verification of current licensure status to be in good standing;***
- ***Credentialing confirmation to URAC or Joint Commission standards, including American Medical Association (AMA) and National Practitioners Data Bank (NPDB) information***
- ***Copies of professional certificates and registrations;***
- ***Confirmation of higher institution educational degrees;***
- ***Department of Health and Human Services check;***
- ***Verification of current professional CPR certificate, as required;***
- ***Listing of CME courses, including title of course, date attended and number of CME hours earned for the prior year;***
- ***DEA number for all applicable licensed professionals;***
- ***Evidence of Avysion insurability for medical malpractice or applicable insurance if required; and***

- ***Other documentation as required by the requesting agency.***

Prior to contract implementation, we will work closely with the Purchasing Department and stakeholder agencies to tailor the screening requirements and verifications to each job description.

Ongoing Screening and Licensure Checks

As more fully described in our below response to RFP §3.2.5, the use of our electronic credentialing portal ensures that the active/good standing of professional licensure is confirmed on an annual basis or more frequently based on requirements. The portal also provides comprehensive access to credentialing documentation and verification in a secure electronic environment.

Benefits and Incentives

We are proud of our best-in-class performance in retaining personnel and maintaining a low turnover rate. Our team's superior program management will ensure that the State receives the highest quality of medical staffing services.

We maintain that our quality resides within our staff. The ability to attract, retain and maximize the performance of talented employees and independent subcontractors is leveraged through the suite of human resource management tools that our company has to draw from. In conjunction with the requirements of the Joint Commission, we combine structured internal policies with various opportunity incentives to lead and manage our staff. Our management team subscribes to the time-tested techniques from <u>The One Minute Manager</u> by Blanchard and Johnson: "Catch people doing something right, and praise and reward as applicable." Across our firm, we have developed relationships with our clients that supervise our staffs. These client supervisors provide input on structured, casual, incidental, and periodic performance. This feedback helps us plan and shape our incentive programs for the various communities of medical practice for which we provide staff.

When requested, we have worked with the client to establish specialized incentive programs that meet a specific facility need. An example of this specialized incentive program involving the RNs staffed at the PA Department of Public Welfare (DPW). To enhance the performance of the staff, we entered into partnership with the client supervisor and developed a formal structure to evaluate both the collective and individual performance of the Medicaid program evaluation RNs. On a semiannual basis, our management, in concert with the DPW client supervisor, evaluated performance and awarded the top 10% of staff members gift cards for

meeting or exceeding customer service standards. Since the commencement of this program, the overall responsiveness and quality of the contract staff has improved.

Other reward programs we have provided include: Nurse Day observances, recognition lunches (that included agency civil service personnel for joint accomplishment of agency goals) and small holiday gifts for our employees.

Skill Enhancement Opportunities

To ensure our temporary medical staffing employees maintain the highest skill level possible, Avysion encourages staff to grow both professionally and personally through Avysion-provided training, no-cost Continuing Medical Education course availability, society memberships and participation in community affairs.

We currently offer the following specialized, no-cost training to our temporary medical staff employees:

- ***Intro to MS Office, including Word, Outlook and Excel;***
- ***Introductory & Advanced Medical Terminology;***
- ***Introductory & Advanced Medical Coding;***
- ***Introductory & Advanced HIPAA Training;***
- ***Appropriate Use of Client Technology and Equipment;***
- ***For nursing staff, over 200 Continuing Education courses on rn.com (course titles are provided under the Training Tab of this proposal response); and***
- ***For certain licensed professional staff, access to over 150 Essential Learning courses***

Job Assignments and Job Matching

Utilizing the skill testing, screening and select background check mechanisms described previously, candidate resumes are compared to the job requirements and related skills of the position. Candidate resumes are NOT submitted if the candidate does not meet the skill requirements of the position.

RFP 3.2.3	Vendors must provide an outline for each process with estimated timelines required to fulfill a new request by the using agency for: 3.2.3.1 Referrals of individuals from the agency; and 3.2.3.2 Individuals recruited by the contractor.

Process for Referrals of Individuals from the Agency [3.2.3.1]

Avysion will work with the State of Nevada to determine the specific timelines for employee processing when a service request is received. If a referral is provided from the State, Avysion will process the employee in a timely manner. The process could be completed as soon as within twenty-four (24) hours of receipt of the referral or in the time required to complete the credentialing process as required by the job description.

Suggested timeframes for processing agency referrals are listed in the following table.

Process	Timeframe
Avysion receives service request via portal, fax, phone or email	Request acknowledged no later than 1 business day
Individual contacted; initial screening completed to determine if required salary meets agency objectives	Within 2 business days of referral from agency
Completion of credentialing	Completed within 3 days of candidate acceptance by agency (Licensed Professional Credentialing may require additional time)
Interview with agency (if needed)	Scheduled within 3 Days of referral from agency
On-boarding process completed	Within 5 business days (Timeframe may be extended if candidate needs to provide notice to existing employer)

Process for Contractor Recruiting Candidates for Agency Interview [3.2.3.2]

Process	Timeframe
Avysion receives service request via portal, fax, phone or email	Request acknowledged no later than 1 business day
First Screened Resume Provided for candidate whose required salary meets agency objectives	Within 7 Business Days (Licensed Professional Credentialing may require additional time)
Additional Screened Resumes Provided for candidates whose required salary meets agency objectives	Within 15 Business Days
Interview with agency (if needed)	Scheduled within 3 Days of resume acceptance
After agency selection, on-boarding process completed	Within 5 business days (Timeframe may be extended if candidate needs to provide notice to existing employer)

Since October 2005, we have furnished over 1500 candidate resumes in response to service requests received under our various medical staffing contracts.
Additionally, we offer clients "concierge" interviewing, in which we escort the candidate to the interview, and, at the discretion of the interviewer, attend the interview. In response to this solicitation, we will certainly offer this service as appropriate or if requested by the agency.

Process for Submitting Service Requests

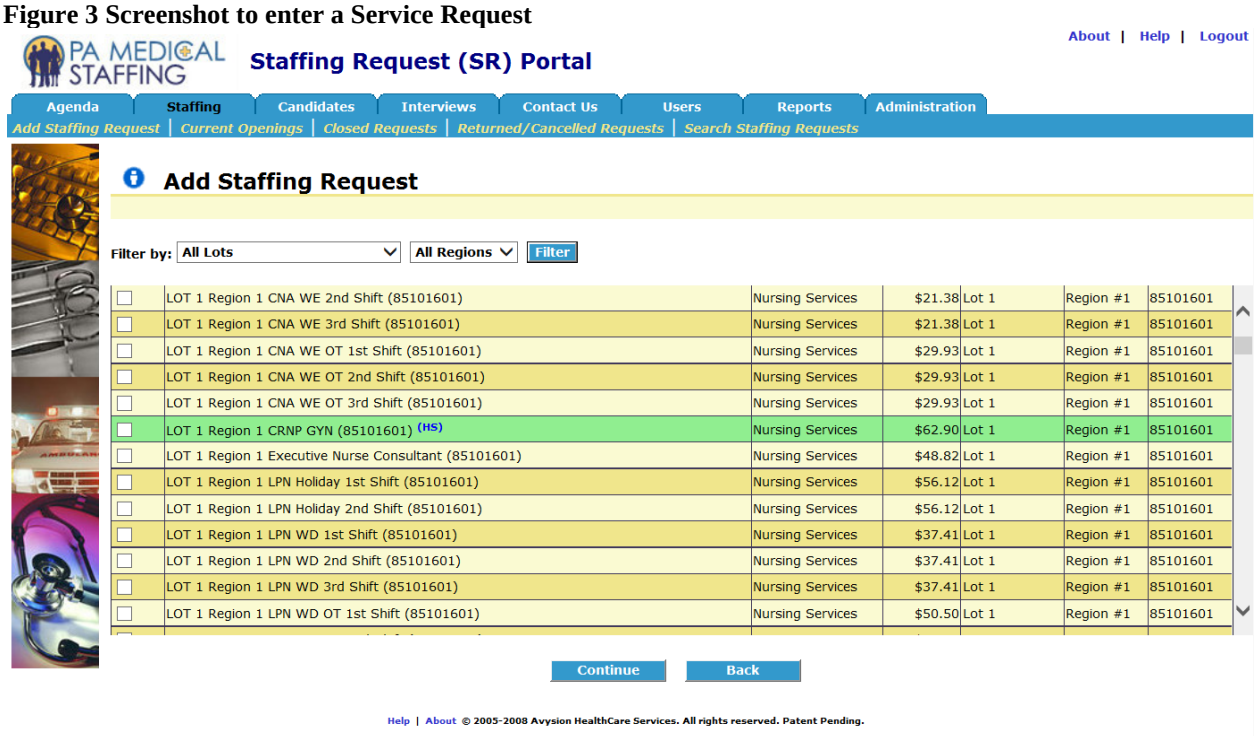
Service requests for medical staffing can be submitted by phone, fax, email or the use of Avysion's staffing portal that has been used continuously in PA since 2005. Avysion will provide free training to State agency personnel on the use of the portal and perform portal customizations as needed to reference and meet the needs of this contract.

Key features of Avysion's staffing portal, that encompass the entire life cycle of a service request include:

- ***Service initiation (either referral or recruiting) by the using agency, including automated data population of contract or other Item order number, work region, etc.;***
- ***For candidates recruited by Avysion, the candidate resume is electronically posted in the portal for review by agency personnel;***
- ***Candidate resume acceptance/rejection and comments by the agency;***
- ***Interview scheduling coordination between Avysion and the agency interviewers;***
- ***Post-interview feedback from the interview team;***
- ***Candidate acceptance by the State;***
- ***Status of Avysion offer process; and***
- ***Standard and ad-hoc reporting for Purchasing Division and end user agencies.***

Screenshots of the portal, that have been utilized in PA since 2005 for staffing/service requests, are shown below. Portal customizations will be made to reflect the specific characteristics of this contract.

Figure 3 Screenshot to enter a Service Request



	LOT 1 Region 1 CNA WE 2nd Shift (85101601)	Nursing Services	$21.38	Lot 1	Region #1	85101601
	LOT 1 Region 1 CNA WE 3rd Shift (85101601)	Nursing Services	$21.38	Lot 1	Region #1	85101601
	LOT 1 Region 1 CNA WE OT 1st Shift (85101601)	Nursing Services	$29.93	Lot 1	Region #1	85101601
	LOT 1 Region 1 CNA WE OT 2nd Shift (85101601)	Nursing Services	$29.93	Lot 1	Region #1	85101601
	LOT 1 Region 1 CNA WE OT 3rd Shift (85101601)	Nursing Services	$29.93	Lot 1	Region #1	85101601
	LOT 1 Region 1 CRNP GYN (85101601) (HS)	Nursing Services	$62.90	Lot 1	Region #1	85101601
	LOT 1 Region 1 Executive Nurse Consultant (85101601)	Nursing Services	$48.82	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN Holiday 1st Shift (85101601)	Nursing Services	$56.12	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN Holiday 2nd Shift (85101601)	Nursing Services	$56.12	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN WD 1st Shift (85101601)	Nursing Services	$37.41	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN WD 2nd Shift (85101601)	Nursing Services	$37.41	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN WD 3rd Shift (85101601)	Nursing Services	$37.41	Lot 1	Region #1	85101601
	LOT 1 Region 1 LPN WD OT 1st Shift (85101601)	Nursing Services	$50.50	Lot 1	Region #1	85101601

Avysion's Recruiting Process

Through our experience of placing over 900 individuals in temporary medical staffing positions for both Governmental and commercial health care service organizations, we have an appreciation and understanding of the absolutely critical need for timely placement of quality medical staff. Recruiting involves a high operational tempo across a broad range of lead generation activities to ensure that the candidate pipeline is strong and the screening criteria are established and observed.

Throughout his career, our project manager has had extensive medical and military recruiting and retention experience – while meeting and exceeding the standards of each contract under his management and supervision. He has had hands-on experience with filling and narrowing the recruiting funnel: lead generation, market analysis, market penetration and conversion to placement statistical predictive analysis. He has refined these tools and implemented them company-wide for our past and current medical staffing contracts.

Our continuous and on-going recruiting efforts have historically produced outstanding Temporary Medical Staffing candidates for the types of positions and the locations specified in this solicitation. We routinely employ the following methods as the foundation of our recruiting efforts:

- ***Avysion's proprietary candidate database, with over 15,000 candidate resumes;***
- ***Referrals from current staff;***
- ***Internet employment sites such as CareerBuilder, Monster, Health-e Career and others;***
- ***Cold-calling from purchased lists;***
- ***Phone blasts;***
- ***Publication, newspaper and internet advertising;***
- ***Concierge Interviewing ;***
- ***Career and tradeshows;***
- ***Direct mail;***
- ***Subcontractor network; and***
- ***Visiting area technical schools, colleges, and professional schools.***

A key element for successful recruiting is keeping a wide suite of candidate-producing sources active in order to minimize the lag time that can occur between receipt of the task order and the response to advertising. Internally, performance response to each service order is tracked during the weekly recruiting production meetings and escalated as needed to executive management for additional resource allocations or resolution.

Upon receipt of a service order requiring recruitment, our recruiters utilize the recruiting sources and methods outlined above.

In the execution of our medical services staffing contracts, we have developed a national computerized data base of medical staff resumes in various specialties that is continually updated as resumes are received. Using this database, our professional recruiters carry out an extensive recruitment program and establish a register of available candidates for screening and possible resume submission to the agency. The database is built using Taleo (www.taleo.com) talent management software and has proven effective for the total elimination of unsatisfactory candidates, tracking candidates that have been submitted for each service request, and for eliminating potential candidate duplication if a candidate has been previously interviewed and rejected by the end-user agency. Using this database, our recruiters keep accurate computerized notes as to the professional interests, needs, clinical

training, and career goals of our candidates. The result of this process is an optimal match between the State agency's needs and the skills of the temporary medical staff.

RFP 3.2.4	The vendor must provide assistance to the agencies in problem resolution, at no additional cost. The vendor must outline resolution procedures when a problem is encountered.

Corporate Quality Policy

> ***"Avysion is committed to meeting customer requirements and enhancing customer satisfaction through continual improvement of our products and services through our quality management system. Our goal is to utilize consistent "best practices" and standards in all projects that we undertake, which will ensure a uniform quality of service. Deliverables will be based on customer purchase order specifications.***
>
> ***The overarching goal of this policy is to provide a framework for establishing, reviewing and updating quality objectives. This policy will be communicated to all appropriate levels in the organization through training to validate understanding of this policy. This policy will be reviewed as needed to conform to current business requirements and processes."***

During the course of managing this contract, our management team will be in routine contact with Government supervisors as part of our quality system to be aware of our staff's performance. As a result of these proactive measures, many potential quality problems will be detected at an early stage and have the appropriate corrective action implemented prior to these problems becoming a formal complaint or issue.

As one example of this quality commitment, Avysion will offer replacement of unsatisfactory staff at no charge to the State within the first 5 hire days (e.g., the State would not be billed for the first week worked by unsatisfactory staff up to a total of 40 hours). Additional examples include web-based employee appraisals and agency satisfaction surveys as appropriate.

When a formal complaint or issue arises, it will be logged and tracked in our issues database until resolution. Concurrently, the Avysion project management team moves quickly to:

- ***Fully understand and substantiate the gap between client expectations and our performance;***
- ***Seek consensus on the best alternative for corrective action among the complainant, concerned government staff, and team members involved in providing the service or product that led to the complaint;***
- ***Inform the complainant when and in what form to expect remedial action, as well as to ensure that our plan of action is acceptable; and***
- ***Follow up with the source of the complaint to ensure full satisfaction with the completed corrective action.***

Correcting a specific product or service that was found deficient is the first step in responding to a complaint, but it is not the most important. We view any quality incident as an opportunity to learn and improve processes to eliminate the root cause of the complaint.

All complaints and issues will be assigned a number and tracked in our web-based complaint portal until resolved. While the specifics and seriousness of any particular event determine the extent of this response, closure of every complaint response will be monitored and reviewed by the Program Manager to ensure thoroughness and sufficiency. In the event of a serious problem, the Program Manager will be personally involved in conducting root cause analysis and formulating systemic changes. Weekly issues reports will be provided to the appropriate State personnel. Responsive corrective action is a key reason our team enjoys such high levels of customer satisfaction.

RFP 3.2.5	The contractor will be responsible to maintain a record on the status of all licensed or certified temporary employees. Any temporary employees losing their 'Active' status per their defined occupational licensure/certification will be deemed ineligible to work and the agency must be notified immediately. Does your company currently maintain these records? If not, describe your plan to begin obtaining this information. Vendor to explain how the records are maintained. If not, describe your plan to begin obtaining this information.

Avysion maintains an electronic web-based portal to track all aspects of medical staffing licensure, credentialing and, as appropriate to each contract, background documents and information in accordance with URAC and Joint Commission standards. Auto-reports and notifications are generated via the portal to ensure that:

- ***Credentialing is tracked continuously through our Avysion credentialing system;***

- ***Professional licenses are renewed prior to their expiration date;***
- ***Licenses and certifications are confirmed annually, or more often based on contract terms for any change in licensure status; and***
- ***Any ongoing special requirements (child abuse clearances, TB tests, CPR etc.) are current and in compliance with job requirements.***

Avysion will promptly notify agency personnel of any temporary employees that lose their "Active" status due to a change in licensure, credentialing or other factor required as part of the employee's job description.

RFP 3.2.6	Contractors must provide to the temporary individual the option to be employed as a W-2 employee or a self-employed-IRS 1099 employee. For temporary employees defined as self-employed-IRS 1099, the contractor will be required to maintain a copy of their current required liability and/or property insurance prior to the temporary employee's release to work for the State. Any temporary employee who does not have valid required liability and/or property insurance coverage will be deemed ineligible to work and the agency must be notified immediately. Vendor must describe what, if any, liability and/or property insurance coverage your company provides for the W-2 employee and the self-employed-IRS employee? Will self-employed-IRS 1099 temporary employees be limited to the number of hours worked for the State in a week?

Employee/Contractor Corporate Insurance Coverage

Avysion hires both employees and self-employed-IRS 1099 contractors under our medical staffing contracts. Via their written contracts with Avysion, self-employed 1099 personnel are required to carry and maintain their own liability and other insurance policies that meet the contractual requirements of the State and the Federal and State guidelines for 1099 contracting. Avysion is a named insured certificate holder on these policies and requires notification of any cancellation or non-renewal. Any such notices of cancellation or non-renewal will be immediately reported to agency personnel. Proof of insurance must be provided prior to start date.

For W-2 employees, Avysion carries the following coverage:

- ***General Liability: $2 million aggregate; $1 million each occurrence;***
- ***Company Owned Automobile: $1 million combined single limit;***

- ***Worker's Comp and Employers' Liability: $100,000 bodily injury each accident, $500,000 policy limit, $100,000 bodily injury by disease each accident; and***
- ***Professional liability: $1 million each claim; $3 million aggregate.***

For W-2 employees and 1099 contractors working in <u>direct patient care facilities</u>, Avysion may provide:

- ***Added medical liability insurance for nurses and other allied care professionals.***

Work Hours for 1099 Contractors

Self-employed-IRS 1099 temporary contractors will only be limited to the number of hours worked as defined by the State of Nevada's purchase order. No overtime premiums are paid to these contractors for work hours that exceed 40 hours per week.

RFP 3.2.7	The vendor's temporarily assigned individuals agree to be bound by the State's security regulations, policies and standards as required by the agency (e.g., Department of Corrections).

As requested by the Agency, prior to starting work, as part of the on-boarding process, temporary medical staff will receive an overview of both State and agency regulations, policies and standards.

RFP 3.2.8	The Health Insurance Portability and Accountability Act (HIPAA) of 1996, 45 C.F.R. 160, 162, and 164, as amended, requires agencies compliance with the requirements of the act. In the event that the functions or activities include the involvement of Protected Health Information, the awarded vendor agrees to enter into a Business Associate Agreement with the individual using agency which is under the HIPPA regulations as required by 45 C.F.R. 164.504 (e).

Avysion understands and will comply with this requirement. Additionally, as part of the on-boarding process prior to starting work under this contract, all employees must take and pass Avysion's HIPAA compliance training.

RFP 3.2.9	There will be no allowable penalty assessed by the contractor for temporary employees who become employees of the State of Nevada. Vendors must acknowledge this requirement in their proposal.

Avysion does not prohibit temporary medical staff hiring by the State.

RFP 3.2.10	Vendor must provide a copy of the new hire packet currently in use with other clients along with a copy of any offer letter or documentation of individual employee contract given to new employees, including initial hourly salary.

A copy of the new hire packet currently used by Avysion can be found in the New Hire Packet tab of this response. Self-employed IRS-1099 contractors must sign separate agreements referencing additional 1099 requirements, including insurance coverage.

RFP 3.2.11	Contractor must agree to comply with the Pro-Children Act of 1994 Public Law 103-227, Part C - "Environmental Tobacco Smoke," by not permitting smoking in any portion of any non-residence indoor facility or facility which is leased by contractor, which portion is also used routinely or regularly for the provision of health, day care, education, or library services to children under 18 years of age.

Avysion understands and will comply with this requirement. Prior to starting work, all employees will be informed of this requirement via Avysion's on-boarding process.

RFP 3.3.1, 3.3.2 & 3.3.3	3.3.1 Licensed physicians to provide consultation and recommendations primarily on determinations of Nevada Medicaid incapacity and disability benefits, program policy and problem resolution related to such determination, evaluation of medical forms, and decisions made by other practitioners on an as needed basis based on the most recent edition of "Disability Evaluation under Social Security" (U.S. Department of Health and Human Services, Social Security Administration and SSA Publication). 3.3.2 Physicians must be licensed and in good standing with the State of Nevada, and must be available to work in agency specific locations on an as needed basis. Each physician will be expected to work on a regular or part time basis, but should have flexibility in his/her work hours and work days. The areas of specialty may include, but are not limited to: 1. Medical; 2. Pediatric; and 3. Psychological. 3.3.3 Each physician must be available to testify at hearings and appeals on requests made regarding disability and/or any other medically needed determinations. Physicians will be compensated for time spent conducting activities for hearings and appeals at the same rate as providing a determination

Avysion understands and will comply with this requirement.

RFP 3.4.1 & 3.4.2

3.4 Reporting

3.4.1 Contractor must provide quarterly reports of all temporary employment services invoiced under the contract to the State Purchasing Division. Unless otherwise agreed to, *Attachment N – Sample Quarterly Report* for temporary assigned individuals for medical related positions must be used when submitting the reports. Reports are to be submitted to the name and address listed on the form on or before the 15th of the month following the end of each State fiscal quarter.

Failure to provide the quarterly reports in a timely manner may result in the assessment of one or more of the following penalties: Contract suspension; or Contract termination.

3.4.2 Additionally, using agencies may request contractor to provide reporting on temporary assigned individuals for their own agency. Does your company have the ability to provide custom reporting to each individual agency? If so, please describe.

Quarterly Reporting to the State

Avysion will provide quarterly reports in the Attachment N RFP format for all temporary medical staffing services under this contract.

A crucial component of our quality program is report review and analysis. For us to be truly successful on any given contract, performance quality must be monitored, measured, evaluated, and "owned" at every level of the contract support organization. Open and clearly defined lines of communication are key elements of our internal "ownership" program. Daily "how goes it" discussions between managers, project specialists, and key personnel provide quick updates on service request/resume generation/placement status and provide an opportunity to discuss potential problem areas that may impact on customer continuity of service or expectations. Because of this frequent interaction, our key managers and supervisors are constantly aware of the team's progress and our ability to respond to short-notice requests or unforeseen circumstances. Our project staff meet on a regular basis with our program specialists to: (1) review overall staffing performance; (2) review supplemental or ancillary task progress under the contract; (3) identify any system malfunctions, root causes, solutions, and procedures for future mitigation; and (4) review feedback from our employees and clients.

During this engagement, we will attend meetings with the State representatives whenever required. We will provide reports and metrics as requested.

Customizable Reports

Avysion will provide customized reports to the State Purchasing Department and agencies upon request. Use of Avysion's service request portal provides users with both preconfigured, customized and ad-hoc reporting functionality and can be performed on virtually any data element. Generated reports can be viewed onscreen or can be exported to Microsoft Excel.

The following are samples of customized reports requested by and created for Avysion clients.

Figure 4: Sample of Customized Nurse Staffing Report for NV State Veteran's Home

	Type		Date		Num		Memo			Date of Service		Qty
Nevada State Veterans Home												
	Invoice		03/12/2013		1201-0349		Staff Name			03/01/2013		8.00
	Invoice		03/12/2013		1201-0349		Staff Name			03/02/2013		8.00
	Invoice		03/29/2013		1201-0353		Staff Name			03/03/2013		8.00
	Invoice		03/18/2013		1201-0351		Staff Name			03/06/2013		8.00
	Invoice		03/18/2013		1201-0351		Staff Name			03/06/2013		6.00
	Invoice		03/18/2013		1201-0351		Staff Name			03/07/2013		8.00
	Invoice		03/26/2013		1201-0352		Staff Name			03/11/2013		8.00
	Invoice		04/01/2013		1201-0355		Staff Name			03/23/2013		8.00
	Invoice		04/01/2013		1201-0355		Staff Name			03/23/2013		8.00
	Invoice		04/09/2013		1201-0357		Staff Name			03/24/2013		7.50
	Invoice		04/09/2013		1201-0357		Staff Name			03/27/2013		15.50
	Invoice		04/09/2013		1201-0357		Staff Name			03/28/2013		13.50
	Invoice		04/09/2013		1201-0357		Staff Name			03/30/2013		8.00
	Invoice		04/09/2013		1201-0357		Staff Name			03/30/2013		8.00
TOTAL CNA							Staff Name					**215.50**

Figure 5: Sample Sales Extract Report for Given Period

Client	Amount
DCFS - Caliente Youth Center	10,638.42
DCFS - Children's Mental Health	9,831.66
DCFS - NNCAS	23,971.20
DCFS - SNCAS	62,786.97
DCFS - WCCMHC	1,417.22
DETR - Bureau of Disability Adjudication	263,755.00
Director's Office - Office of Suicide Pre	596.82
DPS - Nevada Parole and Probation	102,729.76
MHDS - DRC	544.43
MHDS - NNAMHS	45,046.59
MHDS - RRC	62,216.83
MHDS - SNAMHS	291,106.02
MHDS - SNAMHS (Mobile Crisis Unit)	577.94
Nevada Department of Corrections	27,520.96
Nevada Division of Insurance	54,857.99

RFP 3.5.1 – 3.5.5

3.5 Billing

3.5.1 Contractor is to bill each agency individually for services provided. Billing cycles may vary by agency as identified below:

- Weekly;
- Bi-weekly;
- Monthly; or
- Semi-monthly (The 15th day and last day of the month).

3.5.2 The agency may approve reimbursement for travel expenses, per diem and long distance telephone calls related to services provided under the contract. Temporary employees must have written prior approval from the agency for reimbursement of any of these items. Valid travel costs will be reimbursed at the current State of Nevada travel rates found on the GSA site www.gsa.gov. The temporarily assigned individual and the agency's contact person must sign the travel expense form. The form must be submitted with the vendor's invoice for services with the travel expense as a separate line item on the invoice.

Avysion understands and will comply with these requirements, including prior approvals that are required by the end-user agencies.

RFP 3.5.3	Vendor(s) must provide timesheets for their employees and must be approved by both the temporarily assigned individual and the agency contact. Vendor's timesheet process may either use paper or an electronic submission with approvals applied within the system. Vendors must provide details on their timesheet process.

E-Timecard and Expense Reporting

As stated in our response to Section 3 Scope, Avysion offers the use of either paper timecards or the use of Avysion's advanced E-timekeeping & Expense Reporting portal. The portal substantially automates the timekeeping business process for both agency and medical staffing personnel. This portal has been in use throughout the current Temporary Medical Staffing contract.

Avysion's portal is a powerful tool that enables both staff and agency approvers to effectively and efficiently manage time and expenses. For staff and approvers, there is sufficient functionality to support their needs.

Key features of our timekeeping portal include:

- ***Compliance with State of Nevada invoicing format requirements; tracks time worked, paid leave time, unpaid leave time and holidays;***
- ***Enables physician reviewers to report number of cases reviewed;***
- ***Expense Reporting -- automatically calculates mileage reimbursement amount in accordance with Federal standards and enables reporting of overnight travel expenses;***
- ***Allows for up to three different State electronic approvers (useful when primary approver is out of the office); automated routing of timecards to be approved into approver's workflow area; and the ability to set approval schedules weekly, bi-weekly, semi-monthly or monthly; and***
- ***Communication -- Approvers can generate auto-email reminders for medical staff that have not entered time; Avysion can post messages to medical staff personnel consultants via the login screen banner.***

Users of the E-Timecard & Expense Reporting Web Portal are given just the right amount of access depending on their job role, providing them a clean, easy-to-use interface and all the tools required to meet their time and expense reporting and management needs.

Figure 6: View of Completed and Approved Timecard

Logout | Help

State of Nevada Medical Staffing
E-timecard System

Home | Settings | Approvals | Reports | Manage | Administration

Contractor Name:	**Nancy Nurse**	Date Submitted:	**6/21/2010 12:27:31 PM**
Week Beginning:	**6/12/2010**	Date Approved:	**6/21/2010 12:28:01 PM**
Week Ending:	**6/18/2010**	Approved by:	**State Approver**
Worksite Location:	**NEIS-Elko (NE)**	Timesheet Id:	**1734AP65A**

Work Date	Work Day	Time In	Lunch Begin	Lunch End	Time Out	Total Hours
6/13/2010	Sun	09:00a			10:30a	01:30
6/14/2010	Mon	08:00a	01:00p	01:15p	02:00p	05:45
6/15/2010	Tue	09:00a	12:00p	01:15p	03:45p	05:30
6/16/2010	Wed	09:15a	11:30a	11:45a	01:15p	03:45
6/17/2010	Thu	09:00a			12:15p	03:15
6/18/2010	Fri	08:00a			09:00a	01:00

Hours Worked:	**20:45**
Total:	**20:45**

Total Expense: **$0.00**

Timecard comments: Added time for 06/18/10 per progress note. wlg

Approval Details for Billable Hours

Status: **Approved by State Approver**

Comments: Approved: 6/21/2010

Back/Cancel

Timecard - History Log

ID	Date	Name	Content	Audit ID

RFP 3.5.4	Temporarily assigned individuals shall receive payment from the awarded vendor(s) via check or direct deposit. Direct deposits shall occur and checks shall be available within five (5) working days of the timesheet submission. Vendors must describe their payment process to the temporary employee. The vendor must also outline resolution procedures when any problems are encountered in paying a temporary employee(s).

All temporary medical employees (including some 1099 contractors) will be offered direct deposit via ADP (www.ADP.com), a world-class payroll processing company.

Avysion currently processes timesheets on a bi-weekly basis for our medical staff. Our work period ends on Friday and timesheets are due to Avysion by the following Tuesday. As direct deposits are issued on Friday, pay time from approved timesheet submission to direct deposit is three (3) business days.

Regarding payment issue resolution, Avysion has a robust payroll and invoicing department that processes hundreds of high-volume medical staffing payrolls and invoices on a weekly basis. In our experience, a common issue that may require resolution is a difference in hours worked or expenses reported by the medical staff employee and those amounts approved by the agency. To ensure that employees are not underpaid, we address the discrepancy with the agency and the medical staff employee and solve the discrepancy before payroll is submitted. Any other issues, such as missing timesheets or unapproved expenses, are vigorously investigated by our payroll staff before payroll is submitted.

For benefit questions, each employee also has access to benefit changes and updates via a personal log-in to the self-service module of our ADP website. Employees may also contact our Accounting Department or HR Help Desk with any questions relating to pay or timecard issues.

RFP 3.5.5	Temporarily assigned individuals will not work overtime unless approved in advance and in writing by the agency. Overtime hours shall be billed at no more than 1.5 times the hourly rates for the temporary employee.

Avysion understands and acknowledges that overtime must be approved in advance by the agency and that overtime hours shall be billed at no more than 1.5 times the hourly rate for the temporary employee.

RFP SECTION IV: COMPANY BACKGROUND AND REFERENCES – VENDOR INFORMATION

RFP 4.1.1

4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

Question	Response
Company name:	Avysion Healthcare Services
Ownership (sole proprietor, partnership, etc.):	Corporation
State of incorporation:	Delaware
Date of incorporation:	September 2002
# of years in business:	
List of top officers:	Donna Snyder, President
Location of company headquarters:	Middletown, Pennsylvania
Location(s) of the company offices:	1500 Fulling Mill Road, Middleton, PA 17057
Location(s) of the office that will provide the services described in this RFP:	**Human Resources Management** 1500 Fulling Mill Road Middletown, PA 17057 **Invoicing** 1 North Bacton Hill Road Suite 100-A Frazer, PA 19355 **On Site Contract Administration** 1135 Terminal Way, Suite 106 Reno, NV 89502
Number of employees locally with the expertise to support the requirements identified in this RFP:	160
Number of employees nationally with the expertise to support the requirements in this RFP:	350
Location(s) from which employees will be assigned for this project:	1500 Fulling Mill Road Middletown, PA 17057

RFP 4.1.2 & 4.1.3

4.1.2 Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://sos.state.nv.us.

Question	Response
Nevada Business License Number:	NV 20091425926
Legal Entity Name:	Avysion Group, Inc.

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes		No	X

If "No", provide explanation.

Avysion Healthcare Services appropriately reflects the nature of the work to be performed per the requirements of this contract.

RFP 4.1.4

Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

Avysion understands and has complied with this requirement.

RFP 4.1.5

Has the vendor ever been engaged under contract by any State of Nevada agency?

[X] Yes [ ] No.

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	Various State Agencies Monitored By: Department of Administration, Purchasing Division
State agency contact name:	Shannon Berry, Purchasing Officer
Dates when services were performed:	October 1, 2009 - Present
Type of duties performed:	Medical Staffing Services
Total dollar value of the contract:	$29,800,000 Estimated to 5/31/2013

RFP 4.1.6

Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

[ ] Yes [X] No

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

Avysion or its employees are not employed by the State of Nevada, any of its political subdivisions or by any other government.

RFP 4.1.7	Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed. Does any of the above apply to your company? [ ] Yes [X] No If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Avysion currently has an outstanding legal action involving an employee of one of Avysion's subcontractors, who states that Avysion and the State of Nevada are liable for breach of promise concerning the State's failure to award her a separate employment contract. The employer, State and Nevada and Avysion have all filed motions to dismiss these parties believe the suit is without merit.

Avysion believes there will be no adverse operational impact from this action.

RFP 4.1.8	4.1.8 Vendors must review the insurance requirements specified in *Attachment E, Insurance Schedule for RFP 3051.* Does your organization currently have or will your organization be able to provide the insurance requirements as specified in *Attachment E.* [X] Yes [ ] No. Any exceptions and/or assumptions to the insurance requirements *must* be identified on *Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.* Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations. Upon contract award, the successful vendor *must* provide the Certificate of Insurance identifying the coverages as specified in *Attachment E, Insurance Schedule for RFP 3051.*

Avysion understands and complies with these requirements.

RFP 4.1.9	Company background/history and why vendor is qualified to provide the services described in this RFP.

About Avysion

For over a decade, Avysion (www.avysionhealthcare.com) has concentrated on meeting the healthcare program needs of State and Federal entities, with a specialized focus on the unique requirements relating to Medicaid, CHIP and other Government related healthcare staffing, utilization reviews and audit programs. With over 400 employees and independent contractors and sub-contractors servicing over 40 Health and Human Service Agencies and Clinics, we understand the importance of effective client program management combined with efficient and professional "best practices" procedures that provide our clients with the highest level of staffed medical and healthcare personnel.

Avysion is certified by the US Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS) as a Quality Improvement (QIO-like) entity additionally qualified to provide services as an External Quality Review Organization (EQRO). As a QIO-like entity, CMS cost reimbursements to the State from CMS may increase from 50% to 75% for both clinical and non-clinical administrative staff providing utilization review or quality related services.

Of additional relevance to this RFP, Avysion is:

- ***Certified by the Joint Commission for our Healthcare Staffing Services;***
- ***ISO 9001-2008 Certified for our business and contracting services;***
- ***URAC Accreditation in Health Utilization Management; and,***
- ***URAC Accreditation in Case Management.***

Since inception, we have experienced rapid growth due to our proven methodologies and contract successes on State and Federal Government projects. In addition to multiple State Government and commercial engagements, Avysion and its personnel have participated in various Federal engagements, including the US Department of Justice, US Department of Commerce, and US Department of the Navy. Avysion is a prime Federal contractor under the Mission Oriented Business Integrated Services (MOBIS) Schedule and has provided subcontractor teaming services under the US Department of Veteran's Affairs Enhancing the Veterans Experience and Access to Healthcare (EVEAH) Contract the Seaport and the Pentagon Information Technology Services Center contracts.

Avysion is financially sound with no existing long-term debt. Additionally, our financial and accounting processes have been certified by the Defense Contract Audit Agency (DCAA) to Department of Defense standards for contracting.

Administrative and Clinical Medical Staffing Experience

Avysion has a consistent, successful history of providing medical staffing to Federal, State, and commercial clients. The following table provides a snapshot of our experience with medical staffing, covering both clinical and administrative positions in both geographically central and remote locations.

Client	Relevant Medical Staffing Provided	Comments
NV State Health Division	Medicaid administrative staff	Assist and manage the execution of the State Medicaid Program
Office of Medical Assistance PA Department of Public Welfare	Healthcare Consultants, Provider Relations, Pharmacy Technicians, Grant Writers, Physical Therapists and Aides, Psychologists, Speech Therapists, Medical Assistants, Nurses, Social Workers, Pharmacists, Medical Techs, Audiologists, Physicians, Psychiatrists, Medical Directors, Dentists, Medical Economists	Temp Medical Staffing Transition Experience Statewide Locations
Coventry Healthcare – Nevada Medicaid Contract	Social Workers Registered Nurses	Relevant, current experience in Nevada; PCA; PASRR
Nevada Early Intervention Services	Physical Therapists Occupational Therapists Speech, Language, Hearing Pathologists	Perform early intervention evaluations
NV Parole and Probation	Physicians Social Workers	Conduct assessments
NV Department of Corrections	Primary Care Physicians Psychiatrists Dentists Pharmacists	State-owned and operated correctional facility
Rural Clinics NV	RN CRNP CNA	State-owned and operated health clinics
Office of Long Term Living PA Department of Aging	RNs Social Workers Financial Representatives (Accountants) Administrative Assistants	Provide staff to conduct assessment of State regulated facilities
Coventry Healthcare - Florida Medicaid	RNs	Medicaid Emergency Department Redirection

Client	Relevant Medical Staffing Provided	Comments
NV State Veterans Home	Nurse staffing	Military Hospital Staffing Emergency Fills
Ebensburg Center (OMR) Ebensburg, Pennsylvania	Gynecologist CRNP	Provided difficult to find MH/MR staff for this large ICF/MR facility
Desert Willow NV	Behavioral Aides	State owned child and adolescent treatment center
NV DETR	Physicians	Compensation reviews and assessments
FCI Schuylkill US Department of Justice	Pharmacy Technician	Secure Federal facility experience
Nevada State Mental Hospitals	Nurse Staffing (RN, LPN, CRNP, CAN)	State-owned and operated Joint Commission accredited psychiatric hospitals
Danville State Hospital Pennsylvania	Psychiatrists CRNPs	State-owned and operated MH Joint Commission accredited facility

Large-Scale State Medical Contract Management Experience

The Avysion Team believes that the definition of contract success goes beyond management of the day-to-day activities normally associated with a staff augmentation contract. Our team has successfully addressed the inherent complexities of staffing a wide variety of both direct clinical and non-direct administrative medical positions. The contract stakeholders we service span multiple agencies throughout the State of Nevada, each with unique needs and requirements.

While providing quality medical staffing that is able to both augment and fill in for permanent medical staff, we consider and address the following "Contract Business Tenets."

Contract Business Tenets	Key Factors	Approach Elements
Fulfillment of an Agency Recruitment Request for Temporary Medical Staff	Furnish an adequate number of pre-screened and quality candidates	Since October 2005, we have furnished over 1500 candidate resumes in response to resource task orders
Understanding the Medical Staff Skill and Credentialing Requirements	Provide candidates that fit the aspects of the job that are not articulated in the staffing request	In addition to skill testing, background checking and credentialing, we offer "concierge" interviewing escorts whenever possible or at agency request. This allows us to participate in the interview process to refine our recruiting approach for specific needs.

Contract Business Tenets	Key Factors	Approach Elements
Medical Staff Retention	High resource retention is critical for continued quality of care and to reduce Agency training costs associated with resource turn-over	Retention bonuses, training enhancements, "promote from within" philosophy, free training, tiered benefits including company paid 401K employee contribution match
Medical Staff Motivation and Recognition	Custom-designed programs for each Office/Agency or Bureau	Incentive programs and bonuses for both individual and group performance
Comprehensive Communication	Effective formal and informal communication	As-required -- scheduled agency and facility end-user meetings, quarterly reviews with purchasing officer and end-users
Performance Measurement	Provide internal qualitative analysis for Quality improvement	Monthly measurement to contractual metrics
Customer Satisfaction	Determine how we can constantly improve our processes and assess our performance	Web-based resource appraisals and customer satisfaction surveys as appropriate. Replacement of unsatisfactory staff at no charge to the State within the first five (5) hire days (e.g., the State would not be billed for the first week worked by unsatisfactory staff up to a total of 40 hours)
Quality and Continuous Improvement	ISO 9001:2008 process-defined technique to ensure increasing quality performance	Web based complaint and issues management system
Contract Implementation	Retention of existing resources; continuity of care	We will strive to ensure that the maximum percentage of current resources will be retained in the transition.
HR Management	Employee communication	Self-service and HR benefits module and Employee Help Desk with a toll-free number

Ability to Meet Customer Service Goals for Medical Staffing

Avysion uses metrics that are developed in coordination with the client to assess the performance of a contract. We understand contract performance measurement as a principle of the ISO 9001:2008 quality standard. In our medical services task orders with the Commonwealth of Pennsylvania we have developed Service Level Agreements (SLAs) that closely follow the Performance Work Statement (PWS) for this solicitation. The table below contains our current SLA performance as of our most recent quarterly report to the Commonwealth, for the period ending 30 May 2013.

Performance Metric	Goal	Performance Target	Avysion Performance
Requisition Confirmation Time	1 Hour	99%	100%*
Staffing Request acceptance	1 business day	99%	100%
First Round Normal Fill Rate	15 business days	92%	100%
Second Round Normal Fill Rate	5 business days	92%	N/A
Interview Scheduling	5 business days	98%	100%
Submission of a Response Plan for Highly Specialized Personnel	5 business days	92%	100%
Submission of a Second Response Plan for Highly Specialized Personnel	2 business days	92%	N/A
Urgent Fill Rate	5 business days	92%	N/A
Attrition Rate	N/A	8%**	4%
Performance Removal	N/A	7%**	2%

We intend to continue to work with the State of Nevada to develop additional metrics that will satisfy their staffing requirements. For staff that we recruit, we anticipate that from the receipt of the staffing request that we will provide at least one resume within the first seven (7) days.

RFP 4.1.10	Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

Avysion has been providing similar services since its inception in 2002, including over two million hours of State medical staffing. Sample staffing engagements are listed in the table on the previous page.

RFP 4.1.11	4.1.11 Financial information and documentation to be included in Part III, Confidential Financial Information of vendor's response in accordance with Section 9.5, Part III – Confidential Financial Information. 4.1.11.1 Dun and Bradstreet Number 4.1.11.2 Federal Tax Identification Number 4.1.11.3 The last two (2) years and current year interim: A. Profit and Loss Statement B. Balance Statement

Financial information and documentation is included in Part III of this proposal response.

RFP 4.2	4.2 SUBCONTRACTOR INFORMATION Does this proposal include the use of subcontractors? [ ] Yes [X] No.

Avysion does not intend to utilize subcontractors on this project.

RFP 4.3	4.3 REFERENCES Vendors should provide a minimum of three (3) references from similar projects performed for private, state and/or large local government clients within the last three years. 4.3.2 Vendors must provide the following information for *every* business reference provided by the vendor and/or subcontractor: The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

Client References

Client Reference Number 1

Reference #:	1		
Company Name:	Avysion Healthcare Services		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Medical Staffing (Pennsylvania)		
Primary Contact Information			
Name:		Nicole Moyer (Bureau of Procurement)	
Street Address:		555 Walnut Street	
City, State, Zip		Harrisburg, PA 17101	
Phone, including area code:		717-346-7097	
Facsimile, including area code:		717-214-9505	
Email address:		nicomoyer@pa.gov	
Alternate Contact Information			
Name:		Richard Gaul	
Street Address:		555 Walnut Street	
City, State, Zip		Harrisburg, PA 17101	
Phone, including area code:		717-783-8578	
Facsimile, including area code:		717-783-6241	
Email address:		rgaul@pa.gov	
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		Temporary staffing of nursing for the Commonwealth of Pennsylvania, currently 120 FTEs. Additionally provide electronic timekeeping and staffing portal software programs, both designed and implemented by Avysion	
Original Project/Contract Start Date:		2/20/2009	
Original Project/Contract End Date:		2/21/2011	
Original Project/Contract Value:		$46,061,043.30 to date	
Final Project/Contract Date:		2/21/2014	
Was project/contract completed in time originally allotted, and if not, why not?		Yes	

Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Client Reference Number 2

Reference #:	2		
Company Name:	Avysion Healthcare Services		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Medical Staffing (Nevada DOC)		
Primary Contact Information			
Name:	Linda Fox		
Street Address:	3955 W. Russell Road		
City, State, Zip	Las Vegas, NV 89118		
Phone, including area code:	702-486-9981		
Facsimile, including area code:	702-486-9982		
Email address:	lfox@doc.nv.gov		
Alternate Contact Information			
Name:	Russ Alfano		
Street Address:	5500 Snyder Ave, Bldg 17#205		
City, State, Zip	Carson City, NV 89701		
Phone, including area code:	775-887-3360		
Facsimile, including area code:	775-887-3262		
Email address:	ralfano@doc.nv.gov		
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	Staffing for DOC and Casa Grande including physicians, psychiatrists, dentists, pharmacists.		
Original Project/Contract Start Date:	10/1/2009		
Original Project/Contract End Date:	9/30/2011		
Original Project/Contract Value:	$570,932.03 to date		
Final Project/Contract Date:	9/30/2013		
Was project/contract completed in time originally allotted, and if not,	Yes		

why not?	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Client Reference Number 3

Reference #:	3		
Company Name:	Avysion Healthcare Services		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Medical Staffing (Nevada Health Division)		
Primary Contact Information			
Name:		Diane Selby	
Street Address:		4126 Technology Way	
City, State, Zip		Carson City, NV 89706	
Phone, including area code:		775-684-4037	
Facsimile, including area code:		775-684-4227	
Email address:		dselby@health.nv.gov	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		Temporary medical staffing for bureaus and agencies within the Nevada Health Division. E-timekeeping is implemented for input of contract employee time and expenses, which is designed and maintained by Avysion	
Original Project/Contract Start Date:		10/1/2009	
Original Project/Contract End Date:		9/30/2011	
Original Project/Contract Value:		$17,022,126.41 to date	
Final Project/Contract Date:		9/30/2013	
Was project/contract completed in		Yes	

time originally allotted, and if not, why not?	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

RFP 4.3.3

4.3.3 Vendors must also submit *Attachment F, Reference Questionnaire* to the business references that are identified in *Section 4.3.2.*

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in *Section 8, RFP Timeline* for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

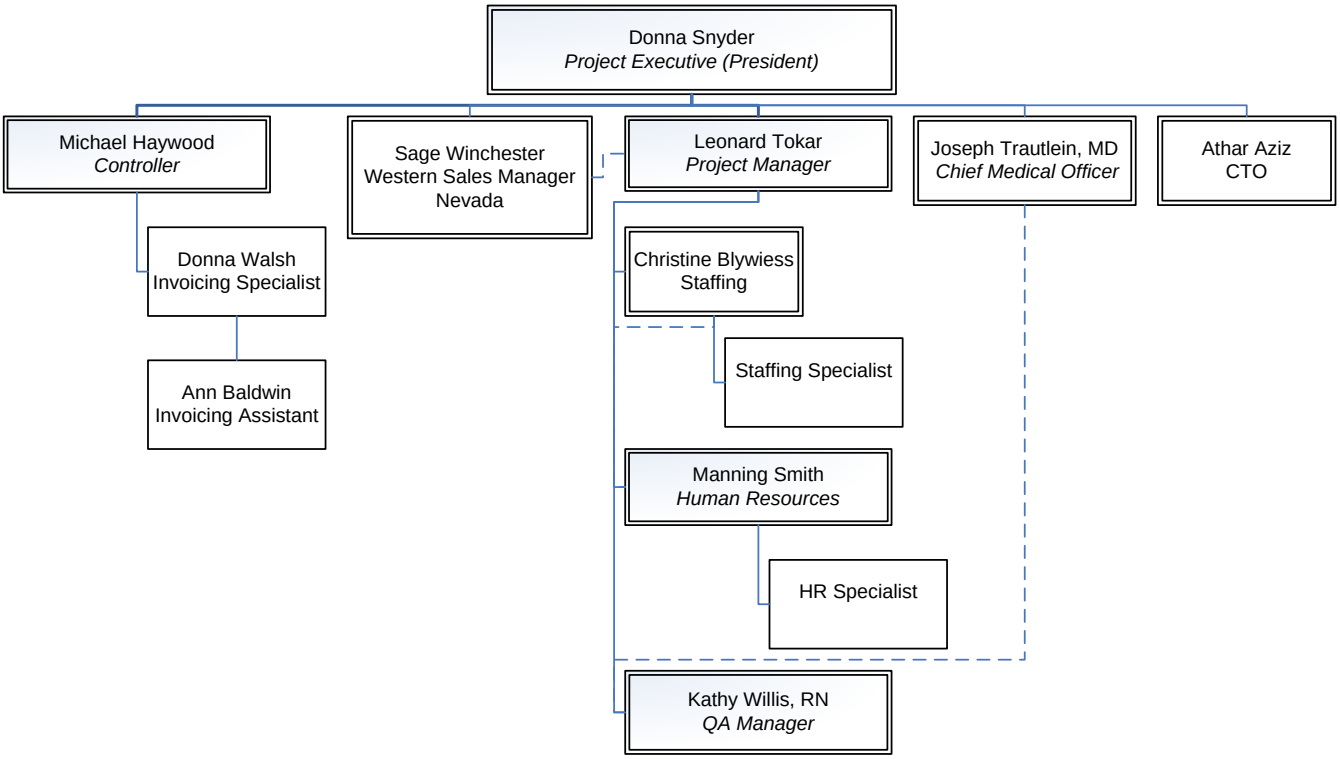
Avysion understands and will comply with these requirements.

Account Management Team

In our experience, the successful management of this contract requires a dedicated and flexible team, with the ability and knowledge base to effectively address the multiple facets of the contract, all of which have a strong degree of interdependency. To that end, we are proposing a formal Project Management Office (PMO) that will be dedicated to this contract. The PMO structure, which incorporates talented and well-rounded Project Specialists, provides significant benefits over a traditional "stove piped" contract management approach in which each functional area is responsible for only its own duties, as opposed to the PMO having responsibility for contract performance as a whole.

The following table illustrates the primary roles and responsibilities of the Project Management Office (PMO) that will be dedicated to this contract. In addition to carrying out day-to-day activities, the inclusion of additional staff devoted to quality, human resources, technical infrastructure and finance will provide assurance that contract performance and customer satisfaction is measured, monitored and corrected as needed on an accurate and timely basis.

Organization Chart



Organizational Chart

Qualifications of Account Management Team

The qualifications and experience of our account management team are summarized below for ease of reference. Key personnel resumes are included in the Resume tab of this proposal response.

Name/Title	Experience	Functional Expertise	Responsibilities
Donna Snyder Project Executive	25 years strategic project management in Federal, State and commercial contracting	▪ President, Avysion Healthcare Services ▪ Project, contract and healthcare recruitment management ▪ MBA, Wake Forest University	▪ Executive responsibility for contract oversight
Joseph Trautlein, M.D. Chief Medical Officer	30 years physician experience	▪ Healthcare Quality Assurance ▪ Hospital Management ▪ Healthcare Provider Management ▪ Peer Review ▪ Board Certified Internal Medicine ▪ Fordham College, New York, A.B. ▪ New York Medical College, M.D. ▪ Former USAF Physician	▪ Responsible for overall clinical and credentialing quality (ICF's/IPF's) ▪ Interface with clinical clients
Len Tokar Project Manager	25 years project management in Federal, State and commercial contracting, ISO 9001:2008 Quality Certified; Joint Commission manager	▪ Project, Team Building and Deployment Management ▪ Experience with our referenced medical staffing contracts ▪ ISO 9001:2008 Quality Certified ▪ BS/BA Drexel University ▪ MS, Army Command and General Staff College ▪ LTC, US Army (Retired)	▪ Daily Project Management ▪ Supervises Implementation Team ▪ Manages all Avysion staff functions ▪ Interface with customers ▪ Quality & Complaints
Michael Haywood Controller	20 years financial and cost accounting	▪ Payroll system design and implementation ▪ Employee Benefits coordinator ▪ BS/BA Pennsylvania State University	▪ Responsible for payroll ▪ Coordinates benefits ▪ Assists in HR functions
Donna Walsh Billing Specialist	20 years invoicing and account management	▪ Billing ▪ Accounts Receivable ▪ Paper and electronic Timekeeping ▪ Employee expense coordinator	▪ Responsible for invoicing
Sage Winchester Western Sales Manager, Nevada	10 years experience in medical, pharmaceutical sales and sales management	▪ Healthcare Staffing ▪ Pharmaceutical Sales Management	▪ On-site customer relations ▪ Assists in staffing placement
Athar Aziz, Chief Technical Officer	20 years technology and software development	▪ Certified Microsoft Data Base Administrator ▪ Skilled Software Development ▪ Info Security	▪ Oversight of Avysion software, including portals to track HCW training, credentialing

Name/Title	Experience	Functional Expertise	Responsibilities
		▪ Technical Project Manager ▪ MS, Hyerbad University, India	(ICF's/IPF's) and e-timecards
Christine Blyweiss, LPN Staffing Coordinator	15 years nursing and per diem staffing coordination	▪ Healthcare Staffing ▪ Clinical Expertise ▪ Joint Commission experience ▪ LPN, Mercidian Nursing School	▪ Responsible for staffing coordination ▪ Assists with the recruiting efforts
Manning Smith, PHR Human Resources Recruiting	5 years supervisory recruiting and HR	▪ Healthcare Recruiting ▪ Employee Recruiting ▪ Credentialing Specialist ▪ Manages the PA State-wide Medical Staffing Contract ▪ BA, Pennsylvania State University	▪ Lead for Recruiting ▪ Responsible for Scheduling ▪ Credentialing Lead (ICF's/IPF's)
Kathy Willis, RN Quality Assurance Manager	20 years healthcare quality assurance	▪ Credentialing ▪ URAC coordinator ▪ Joint Commission coordinator ▪ Peer Review	▪ Clinical quality ▪ URAC and Joint Commission standards adherence

Proposed Staff Resume 1: Leonard Tokar

COMPANY NAME:	Avysion Healthcare Services		
Ξ **Contractor**		☐ **Subcontractor**	
Name:	Leonard G Tokar		Ξ **Key Personnel**
Classification:	Project Manager	**# of Years in Classification:**	7
Brief Summary: of Experience:	Project capture and manager for the Pennsylvania Temporary Medical Staffing contract, the Nevada Temporary Staffing Contract, Department of Justice FCI Pharmacy Staffing contract, Coventry Healthcare Medicaid Services contract, Pennsylvania Payment Error Rate Measurement Contract. Formerly Project Manager for Serco, Inc; US Army Retired Lieutenant Colonel.		
# of Years with Firm:	7		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2009 to Present Avysion Healthcare Services Nevada Purchasing Shannon Berry, Assistant Chief Procurement Officer Department of Administration, Purchasing Division 515 E. Musser Street, Ste. 300 Carson City, NV,89701 775-684-0171 sberry@admin.nv.gov Project Manager Nevada Temporary Medical Staffing Contract, 10/1/2009 through 9/30/2013.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	2/2009 to Present Avysion Healthcare Services Pennsylvania Dept of General Services Nicole Moyer, Commodity Specialist 555 Walnut Street Harrisburg, PA 17101-1914 717-346-7097 nicomoyer@pa.gov Project Manager Pennsylvania Temporary Medical Staffing Contract, 2/20/2009 through 2/21/2014.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2007 to Present Avysion Healthcare Services Coventry Healthcare Deborah Gase, VP Health Services, Medicaid Division 1333 Gratiot Ave Suite 400 Detroit, MI 48207 313-465-1537 dagase@cvty.com Project Manager Coventry Healthcare Medicaid Services including Utilization Review Services, Medicaid audits and reviews, Emergency Department Redirection Services, under a master contract 10/2007 though present.

EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Drexel University Philadelphia PA BS/BA US Army Command and General Staff College Fort Leavenworth KS MS

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donna Snyder, President, Avysion Healthcare Services,717-939-6500, 717-939-6522(fax), dsnyder@avysion.com Nicole Moyer, Commodity Specialist, PA Department of General Services, 717-346-7097, 717-214-9505 (fax), nicomoyer@pa.gov Deborah Gase, VP Health Services, Coventry Healthcare, 313-465-1537, 866-889-7597(fax), dagase@avysion.com

Proposed Staff Resume 2: Michael Haywood

COMPANY NAME:	Avysion Healthcare Services		
☒ **Contractor**		☐ **Subcontractor**	
Name:	Michael Haywood		☒ **Key Personnel**
Classification:	Controller	**# of Years in Classification:**	6
Brief Summary: of Experience:	Manages all accounting and financial operations for Avysion Healthcare Services, with a focus on accuracy, timeliness and efficiency. Supervises the accounting department, responsible for payroll, taxes, employee benefits, invoices, financial statements and liaison with the CPA auditors.		
# of Years with Firm:	6		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2009 to Present Avysion Healthcare Services Nevada Purchasing Shannon Berry, Assistant Chief Procurement Officer Department of Administration, Purchasing Division 515 E. Musser Street, Ste. 300 Carson City, NV,89701 775-684-0171 sberry@admin.nv.gov Controller Nevada Temporary Medical Staffing Contract, 10/1/2009 through 9/30/2013.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	2/2009 to Present Avysion Healthcare Services Pennsylvania Dept of General Services Nicole Moyer, Commodity Specialist- 555 Walnut Street Harrisburg, PA 17101-1914 717-346-7097 nicomoyer@pa.gov Controller Pennsylvania Temporary Medical Staffing Contract, 2/20/2009 through 2/21/2014.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2007 to Present Avysion Healthcare Services Coventry Healthcare Deborah Gase, VP Health Services, Medicaid Division 1333 Gratiot Ave Suite 400 Detroit, MI 48207 313-465-1537 dagase@cvty.com Controller Coventry Healthcare Medicaid Services including Utilization Review Services, Medicaid audits and reviews, Emergency Department Redirection Services, under a master contract 10/2007 though present.

EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Pennsylvania State University University Park PA BS/BA

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donna Snyder, President, Avysion Healthcare Services,717-939-6500, 717-939-6522(fax), dsnyder@avysion.com Leonard Tokar, Operation Director, Avysion Healthcare Services, 717-939-6500, 717-939-6522(fax), ltokar@avysion.com Tom Campton, CPA, Kern and Company PC 717-763-0888, 717-763-1581(fax), kern@panetwork.com

Proposed Staff Resume 3: Manning Smith

COMPANY NAME:	Avysion Healthcare Services		
Ξ **Contractor**		☐ **Subcontractor**	
Name:	Manning Smith		Ξ **Key Personnel**
Classification:	Human Resource Manager	**# of Years in Classification:**	6
Brief Summary: of Experience:	Corporate Human Resource Manager for all Avysion Healthcare and Avysion IT employees; responsible for recruiting, on-boarding, credentialing, Joint Commission file audits, workers compensation, benefits management, terminations. Currently manages human resources for approximately 300 employees across multiple contracts. Certified as a PHR.		
# of Years with Firm:	6		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	2/2009 to Present Avysion Healthcare Services Pennsylvania Dept of General Services Nicole Moyer, Commodity Specialist- 555 Walnut Street Harrisburg, PA 17101-1914 717-346-7097 nicomoyer@pa.gov Controller Pennsylvania Temporary Medical Staffing Contract, 2/20/2009 through 2/21/2014.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2009 to Present Avysion Healthcare Services Nevada Purchasing Shannon Berry, Assistant Chief Procurement Officer Department of Administration, Purchasing Division 515 E. Musser Street, Ste. 300 Carson City, NV,89701 775-684-0171 sberry@admin.nv.gov Controller Nevada Temporary Medical Staffing Contract, 10/1/2009 through 9/30/2013.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/2007 to Present Avysion Healthcare Services Coventry Healthcare Deborah Gase, VP Health Services, Medicaid Division 1333 Gratiot Ave Suite 400 Detroit, MI 48207 313-465-1537 dagase@cvty.com Controller Coventry Healthcare Medicaid Services including Utilization Review Services, Medicaid audits and reviews, Emergency Department Redirection Services, under a master contract 10/2007 though present.

EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Pennsylvania State University University Park PA BA PHR

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donna Snyder, President, Avysion Healthcare Services,717-939-6500, 717-939-6522(fax), dsnyder@avysion.com Leonard Tokar, Operation Director, Avysion Healthcare Services, 717-939-6500, 717-939-6522(fax), ltokar@avysion.com Katherine Prince, Division Director, Bureau of Fee-for-Services Programs, PA Dept of Public Welfare, 717-346-3948, 717-772-6179(fax), kprince@pa.gov

Proposed Staff Resume 4: Christine Blyweiss

COMPANY NAME:	Avysion Healthcare Services		
Ξ **Contractor**		☐ **Subcontractor**	
Name:	Christine Blyweiss, LPN		Ξ **Key Personnel**
Classification:	Staffing Coordinator	**# of Years in Classification:**	2
Brief Summary: of Experience:	Functions as staffing coordinator for clinical staffing placements for the Temporary Medical Staffing Contract, Nevada. Audits CHIP cases to determine accuracy in eligibility and payment determinations for the PA Insurance Department, reporting results to the Centers for Medicare and Medicaid Services (CMS). Case Manager for high users of the emergency department services for Coventry Healthcare, redirecting them to their primary care physician/medical home. Clinical nurse experience at the Penn State Medical Center and in long-term care facilities.		
# of Years with Firm:	2		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/2011 to Present Avysion Healthcare Services Pennsylvania Insurance Department (CHIP) Tawnya Zemka, Program Monitor, CHIP 1142 Strawberry Square, Harrisburg PA 17120 717-772-1110, tzemka@pa.gov CHIP Eligibility Auditor; Payment Error Measurement Rate Functions as a case auditor to validate if CHIP eligibility and payment determinations made by the client are correct. Results are reported to the Centers for Medicare and Medicaid Services (CMS), 8/2011 – 7/2013.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	8/2011 to Present Avysion Healthcare Services Nevada Purchasing Shannon Berry, Assistant Chief Procurement Officer Department of Administration, Purchasing Division 515 E. Musser Street, Ste. 300 Carson City, NV,89701 775-684-0171 sberry@admin.nv.gov Staffing Coordinator Nevada Temporary Medical Staffing Contract, staffing coordinator and recruiter, 8/2009 through 9/30/2013.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/2011 to 11/2012 Avysion Healthcare Services Coventry Healthcare Deborah Gase, VP Health Services, Medicaid Division 1333 Gratiot Ave Suite 400 Detroit, MI 48207 313-465-1537 dagase@cvty.com Nurse Case Manager Coventry Healthcare Medicaid Services, Emergency Department Redirection Services; assisted frequent, non-emergent users of the emergency department to their medical home.

EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Mercidian Nursing School Scranton PA LPN LPN

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donna Snyder, President, Avysion Healthcare Services,717-939-6500, 717-939-6522(fax), dsnyder@avysion.com Deborah Gase, VP Health Services, Coventry Healthcare, 313-465-1537, 866-889-7597(fax), dagase@avysion.com Tawnya Zemka, Program Monitor CHIP, Pennsylvania Insurance Department, 717-772-1110, 717-346-1368(fax), tzemka@pa.gov

Other Informational Material

NO ADDITIONAL INFORMATIONAL MATERIAL IS BEING SUBMITTED.