



**INNOVATIVE  
INTEGRATED  
HEALTH, INC.**

FRESNO PACE  
BAKERSFIELD PACE  
ORANGE COUNTY PACE

# **Request for Proposals (RFP)**

**PHARMACY BENEFITS MANAGEMENT (PBM)  
AND/OR PHARMACY SERVICES**

Release Date: July 8, 2024

**Proposal Submittal**

**Due Date: September 6, 2024**

## **BACKGROUND AND OVERVIEW**

The Program of All-Inclusive Care for the Elderly (PACE) provides comprehensive health care and wellness services for the frail, low-income senior population. PACE services include primary, preventative and acute medical care as well as social, recreational, nutritional and personal care services in both a day-center as well as medical clinic setting. Prescription drug delivery is also a PACE service.

Founded in 2011, Innovative Integrated Health (IIH) is the operator of three (3) PACE sites in California. The three PACE sites are Fresno PACE, Bakersfield PACE and Orange County PACE.

### **Fresno PACE**

Fresno PACE opened in 2014 and is located at 2042 Kern Street in downtown Fresno and occupies the first floor of the historic Hotel Californian. Fresno PACE also operates an Alternative Care Setting (ACS) satellite site across the street at 2035 Kern Street. Fresno PACE currently serves approximately 1,300 PACE participants.

The Fresno PACE service area covers the entire county of Fresno and includes the cities of Clovis, Coalinga, Firebaugh, Fowler, Fresno, Huron, Kerman, Kingsburg, Mendota, Orange Cove, Parlier, Reedley, San Joaquin, Sanger and Selma.

### **Bakersfield PACE**

Bakersfield PACE opened in 2020 and is located at 1800 Height Street in the eastern portion within the city of Bakersfield in Kern County. Bakersfield PACE currently serves approximately 600 PACE participants.

The Bakersfield PACE service area covers a large portion within the county of Kern and includes the cities of Arvin, Bakersfield, California City, Delano, McFarland, Shafter, Taft, Tehachapi and Wasco. The Bakersfield PACE service area also includes a very small portion of the southern part of Tulare County.

### **Orange County PACE**

Orange County PACE opened in 2022 and is located at 1125 North Magnolia Avenue in the central portion within the city of Anaheim in Orange County. Orange County PACE currently serves approximately 200 participants.

The Orange County PACE service area is comprised mostly of the central and northern parts of Orange County and includes the cities of Anaheim, Brea, Buena Park, Cypress, Fullerton, Lake Forest, La Palma, Los Alamitos, Irvine, Orange, Placentia, Stanton, Villa Park, Westminster and Yorba Linda.

In addition, it is anticipated that Innovative Integrated Health (IIH) will open and operate a fourth PACE facility site serving the San Joaquin County area with the location specifically located within the city of Stockton by mid-to-late 2025.

## REQUEST FOR PROPOSALS (RFP)

### PHARMACY BENEFITS MANAGEMENT (PBM) AND/OR PHARMACY SERVICES

Innovative Integrated Health (IIH), Fresno PACE, Bakersfield PACE and Orange County PACE are seeking proposals to provide Pharmacy Benefit Management (PBM) services and/or Pharmacy services for its three (3) referenced PACE sites.

***Proposals may be submitted as a stand-alone for specifically just PBM services, as a stand-alone for specifically just Pharmacy Services (for a singular PACE site or multiple PACE sites) or proposals may be submitted for a combination of PBM and Pharmacy services.***

#### **Pharmacy Benefit Management (PBM) Services**

IIH is seeking proposals for full-service Pharmacy Benefit Management (PBM) services to provide information and details for the following administrative and financial responsibilities that include, but is not limited to:

- supporting an electronic prescription program
- assist with P&T committee requirements
- maintenance of network contracted pharmacies
- pharmacy claims administration
- prescription drug management and utilization reporting
- credentialing and other services as appropriate
- pharmacy rebate issues
- development and review of formulary
- prior authorization services
- claims facilitation, payer and price adjudication
- enrollment file maintenance
- P2P management-invoice creation
- PDE submissions and reconciliation
- rebate submission and payment
- 24/7 customer service help line and help desk
- DUR programs

- appropriate pharmacy audit assignments
- all appropriate CMS reporting, including fraud, waste and abuse monitoring
- licensing oversight
- Part D bid assistance
- Utilization analysis, including but not limited to clinical medication regimen review, IDT participation and clinical program and provider support
- Streamline determination of drug costs as Part A, Part B or Part D

### **Pharmacy Services**

IIH is also seeking proposals for Pharmacy Services for any of its three (3) PACE sites (Fresno PACE, Bakersfield PACE and Orange County PACE). Pharmacy Service proposals can be for one specific site or a comprehensive proposal for serving multiple PACE sites.

Proposals for Pharmacy Services should include information and details relating, but not limited to:

- comprehensive medication/prescription fill system
- provide daily medication delivery
- medication care management plan
- electronic/online participant medication profile
- appropriate participant-specific and aggregate reports
- emergency, urgent and/or after-hours medication access
- on-site audit assistance, where applicable
- multiple instruction language availability
- bubble package capability

***As stated previously, proposals may be submitted as a stand-alone for specifically just PBM services, as a stand-alone for specifically just Pharmacy Services (for a singular PACE site or multiple PACE sites) or proposals may be submitted for a combination of PBM and Pharmacy services.***

### **Terms**

IIH is seeking a PBM Services and/or Pharmacy Services contract(s) for a three (3) year term, with two (2) one-year extensions. The two (2) one-year extensions would be exercised at the discretion of IIH.

IIH maintains the right to engage in negotiations regarding the length of terms, depending on a respective proposer's submittal, including experience both within the PBM and/or Pharmacy services industry and with Innovative Integrated Health (IIH).

### **Pricing**

As referenced above, proposals may be stand-alone for specifically just PBM services, as a stand-alone for specifically just Pharmacy Services (for a singular PACE site or multiple PACE sites) or proposals may be submitted for a combination of PBM and Pharmacy services.

Pricing shall be reflective of the above proposal contents.

IIH is seeking proposals to include pricing based on an initial three (3) year term with two (2) one-year extensions; however, IIH maintains the right to engage in negotiations regarding the pricing, depending on a respective proposer's submittal, including experience both within the PBM and/or Pharmacy services industry and with Innovated Integrated Health (IIH).

Again, IIH maintains the right to enter into negotiations regarding potentially both the terms as well as the pricing, depending on a respective proposer's submittal, including experience both within the PBM/Pharmacy services industry and with Innovative Integrated Health (IIH).

### **Additional Proposal Submittal Requirements**

IIH is also requiring, as part of a proposal, a cover letter that summarizes the proposal's content, a description of the company and its applicable history as it pertains to this RFP as well as a list of the company's principals and point of contact(s).

### **Tentative Procurement Schedule**

As referenced on the cover sheet of this Request for Proposals (RFP) procurement notice, the release date was July 8, 2024, with proposals due to IIH no later than September 6, 2024.

Proposals are to be submitted to Phillip Tsunoda, Vice-President of Government Relations for Innovative Integrated Health at [ptsunoda@innovativeih.com](mailto:ptsunoda@innovativeih.com). Any questions regarding the RFP could also be directed to Phillip Tsunoda at [ptsunoda@innovativeih.com](mailto:ptsunoda@innovativeih.com) or at (714) 981-7596.

It is anticipated IIH will review submitted proposals and subsequently negotiate with select prospective proposers during the months of September and October 2024.

It is anticipated IIH will make a vendor selection(s) for Pharmacy Benefit Management (PBM) services and Pharmacy Services by November 2024, with a contract effective date of late January 2025. Please know that IIH reserves the right to alter both the selection date and the effective date at its discretion.

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