

SECTION BB. VETERAN INITIATIVE AND HUDSON INITIATIVE

BB.1 Veteran Initiative and Hudson Initiative

BB.1 If applicable, provide documentation that the proposer (including parent organization, affiliates, and subsidiaries) and/or its subcontractor has been certified by the Louisiana Department of Economic Development as a:

- *Veteran-Owned,*
- *Service- Connected Disabled Veteran-Owned small entrepreneurship (LaVet), or*
- *Louisiana Initiative for Small Entrepreneurships (Hudson Initiative).*

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

Amerigroup Louisiana (Amerigroup) understands the importance of equal opportunity; we embrace veteran-owned, LaVet, and Hudson Initiative businesses as valuable business partners. We strongly support Louisiana's initiatives designed to help eligible businesses gain access to purchasing and contracting opportunities that are available at the State government level. We are committed to supporting such enterprises in every aspect of our operation, including selection of our subcontractor partners. We stand with the DHH and the Louisiana Division of Administration in supporting such businesses in DHH's procurement programs.

Nationally, our parent and affiliate companies spend approximately 10 percent of administrative dollars on suppliers that are small businesses or are owned by veterans, persons with disabilities, minorities, and women. This number varies from state to state and program to program, based on subcontractor capability and availability, but we are always committed to maximizing involvement of such enterprises whenever possible. For this contract, we ***specifically intend to engage at least 20 veteran-owned and Hudson Initiative certified subcontractors***, including seven non-provider-based contractors and 13 provider-based subcontractors. ***We have committed more than \$4.5 million to those subcontractors for this Contract***, including almost \$3.2 million that we intend to pay to non-provider-based subcontractors. We have identified those subcontractors in Tables BB.1-1 and BB.1-2, where we have also described the services those subcontractors will provide under this Contract, their experience and qualifications to provide these services, and the amount we intend to pay to each subcontractor over the duration of this Contract.

Nationally, our parent and affiliate companies spend approximately **10 percent** of our administrative dollars on suppliers that are owned by veterans, small business, persons with disabilities, minorities, and women. 🌸

We will continue to work with the Louisiana Department of Economic Development and the Division of Administration to create additional growth opportunities to veteran-owned, LaVet, and Hudson Initiative subcontractors, and we will continue to identify such subcontractors for future engagements. We are in possession of and continuously update the current listing of certified subcontractors, which is maintained

by the Division of Administration; we will continue to actively seek to involve such businesses as contract vendors and suppliers of goods for our daily operations.

We are also proud of the fact that Louisiana is our home. We strongly believe in creating local opportunities for subcontracting *first*—before reaching beyond State borders—to identify potential subcontractors whom we believe will bring value and excel at serving our members locally. That is why we have had a successful working relationship with a great majority of the subcontractors we have identified in Tables BB.1-1 and BB.1-2. In 2013, 17 out of 21 of those subcontractors provided services to Amerigroup.

For this Contract, based on our subcontractor evaluation and selection process, we have chosen certified subcontractors to provide the following services:

- Physician network development
- Affirmative action planning and compliance for the health care industry
- Development and implementation of coordinated marketing, advertising, community development, emergency management, crisis communication, and other related activities
- Consulting physician services supporting medical review of outpatient and inpatient services
- Durable medical equipment sales and rentals
- Home health care and nursing services
- Non-emergency medical transportation
- Consultant Physician — medical review of outpatient and inpatient services

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We have attached copies of certificates issued by the Division of Small Business Services for the following subcontractors we have identified above as Attachment BB.1-1:

- Mark Parker, MD, MSHA
- Coleman Consulting Group
- McIntyre Youngblood Recruiting, LLC
- OutSolve
- SCI Research and Consulting
- Topp Knotch Personnel, Inc.
- Verity Healthnet, LLC
- ABMN, Inc.
- Advanced Medical Equipment, Inc.
- CMB Home Care, Inc.
- Covington Transportation Services
- Dana's Medical Transportation, LLC
- Julia's Care Transportation, LLC
- M & M Taxi, LLC
- MediTrans, Inc.
- Noel Medical Transportation
- OneBunchHookUp
- Preventive Measures Transportation Services, LLC
- Quality Transportation Services
- To Do List Errand Services, LLC

The last remaining subcontractor on the list, SSA Consultants, is certified pursuant to the Hudson Initiative, and we will provide a copy of its Hudson Initiative certificate upon award of the Contract.

Furthermore, as one example of our successful relationships with our subcontractors, we have attached a letter of recommendation from Verify HealthNet, our largest Hudson Initiative subcontractor, as Attachment BB-1 Verify HealthNet Letter of Recommendation. We have worked with Verify HealthNet “since the inception of the Bayou Health Program to bring greater provider accessibility, administrative efficiencies, and improved health status and outcomes to Louisiana’s most vulnerable population.” The words of Mr. Kevin Campbell, Verify HealthNet’s Vice President, Provider Relations & Development, best describe our commitment to Louisiana, our members, and the provision of quality services:

“One of the challenges of the initial Bayou Health implementation was the loading of correct provider information into Amerigroup’s credentialing and claim system to reduce unnecessary delays in claim processing and administration. Amerigroup worked diligently with us to ensure providers were loaded timely and accurately. While there is no doubt that patient care is the most important consideration, efficient administration is important to the success of a program, and Amerigroup’s diligence in this capacity significantly reduced potential administrative issues at start-up. We continue to work with them to further streamline administrative process around provider data and implementation.”

We will also continue to actively encourage any businesses that may qualify to become certified to seek certification and take full advantage of the great opportunities available to them under the State initiatives, and we will actively work to create additional opportunities for such subcontractors. We are proud of the fact that we have provided certification assistance to many of the subcontractors we have identified above and with whom we have worked for the past several years.

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