

Request for Information

Telemedicine / Telehealth Services

Parkland Community Health Plan is seeking information from qualified vendors that provide telemedicine and telehealth solutions. The purpose of this RFI is to gather information about vendor capabilities, service offerings, technology, compliance, and pricing models to help us determine requirements and develop a potential Request for Proposal (RFP). This RFI is for information gathering only and does not constitute a commitment to purchase or issue a future solicitation.

Please email responses to Sergio.Chapa@phhs.org by **5PM CST on October 10, 2025.**

Project Timeline:

- Deadline for responses is October 10, 2025. Submissions to include the information listed above and the usual and customary information typical for requests such as this (e.g. company profile, pricing, individual bios, product offerings, etc.).
- Tentative virtual presentation meetings scheduled for the week(s) of 10/13/2025 to 10/17/2025.

1. Background

PCHP is a Medicaid/CHIP health plan serving 170,000 members. We are exploring telehealth solutions to expand access to care, reduce unnecessary ER utilization, and improve member satisfaction.

2. Requested Information

A. Company Overview

1. Provide company name, headquarters, and year established.
2. Describe your experience in telemedicine/telehealth services, especially with health plans.
3. Provide information on existing clients (especially Medicaid/CHIP or managed care).
4. Licensure and accreditation (NCQA, URAC).

B. Services Offered

5. What types of telehealth services do you provide (e.g., primary care, urgent care, behavioral health, specialty consults, rural access)?
6. Does your model allow for the provision of ongoing care and/or targeted urgent/gap care?
7. Describe experience with providing services to OB/Gyn and pediatric populations.

8. Do you offer 24/7 access?
9. Describe your provider network.
10. Does your platform allow for integration to PCHP's provider network?
11. What other telehealth/telemedicine services do you offer?
12. Describe how care is integrated with primary care physicians and existing providers.
13. Describe how referrals are made and how information is shared with health plan service coordinators.
14. Are there any restrictions, services or populations that your model does not cover?

C. Technology & Integration

15. Describe your platform (web, mobile app, both) and options such as video, voice, synchronous, asynchronous, etc.
16. Can your system integrate with EHRs, claims systems, and/or member portals?
17. What language/accessibility features are included (bilingual support, ADA compliance, etc.)?
18. Describe data exchange requirements to support telehealth services for members.

D. Compliance & Security

19. How do you ensure compliance with HIPAA, HHSC, NCQA, and state licensing requirements?
20. Describe your credentialing and quality assurance processes.
21. Provide details on data security, privacy, and reporting capabilities.

E. Pricing & Contracting

22. Describe contracting options for health plans (provider contract, vendor contract, etc.).
23. Describe typical pricing models (per member per month, per visit, hybrid, bundled).
24. Provide sample cost ranges or structures.
25. Describe options for value-based contracting, shared savings, capitation, or other arrangements tied to quality measures (HEDIS, ED Diversion, etc.)
26. Do you offer performance guarantees or service-level agreements (SLAs)?

F. Implementation & Support

27. Typical implementation timeline.
28. Training/support provided for staff and members.
29. Marketing/communications support to encourage member adoption.

3. Response Instructions

- Please submit responses electronically in PDF format to: Sergio.Chapa@phhs.org
- Responses should be no more than 7 pages and clearly labeled by section.
- Deadline for submission: October 10, 2025

4. Next Steps

Responses will be reviewed to inform procurement planning. Based on responses, PCHP may issue a formal RFP or RFQ. Vendors responding to this RFI may be invited to participate in future solicitations.