

**RFP 100912R151**  
**24/7 MEDICAL ANSWERING SERVICES**

MetroPlus Health Plan, Inc., a network-model health maintenance organization and Subsidiary Corporation of NYC Health + Hospitals, has issued a **Request for Proposal (RFP)** for a vendor to provide 24/7 Medical Answering Services including:

- **Provide English/Spanish speaking agents on a 24-hour basis, with ability to Provide additional interpretation services as needed by member;**
- **Provide members and providers access to live agents, assure caller confidentiality;**
- **Provide categorization of call types and level of service to identify emergencies;**
- **Provide a link of member calls with facilities and services according to one call standard and have an established Quality Assurance/Utilization Management Program; and**
- **Must have the technical capabilities to provide routing of calls 24 hour / 7 days a week / 365 days a year, handle daytime call volumes as needed and call overflow.**

Proposer must demonstrate expertise and experience in providing similar services. **Proposals are due by 4:00 PM, January 24, 2020.** Prospective vendors wishing to receive an RFP package should contact Kathleen Nolan, Contract Administrator, MetroPlus Health Plan, at: [nolank@metroplus.org](mailto:nolank@metroplus.org). Refer to Document Control No. 100912R151.