



SOLICITATION ADDENDUM

Date: **March 3, 2022**
Subject: **Enrollment Assistance Program Services**
Solicitation Number: **RFA 16-20**
Due Date/Time: **April 8, 2022, 12:00 PM**
Addendum Number: **1**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

- Section I-3. Overview of Project is amended as follows:

I-3. Overview of Project. Through this RFA, the Department is seeking Applicants to provide enrollment, outreach, and educational services to HealthChoices Physical Health (“HC-PH”) program Consumers, anticipated to begin between August 1, 2022 and January 1, 2023, and to Children’s Health Insurance Program (“CHIP”) Consumers, anticipated to begin April 1, 2023. The selected Applicant shall provide an independent link between potential and current HC-PH Consumers and the HC-PH Managed Care Organizations (“PH-MCOs”) and between CHIP Consumers and CHIP-MCOs, and shall provide them with information and assistance to help them select and enroll in an MCO, choose a Primary Care Provider (“PCP”) (see **Appendix I, Definitions**), and complete transfers between MCOs. The selected Applicant shall provide enrollment services and the outreach, educational, and administrative processes and activities that support these services, resulting in enrollment services that are unbiased, promote choice, and provide useful and accurate information to potential and current HealthChoices and CHIP Consumers and their families to assist them in making informed decisions.

HealthChoices Physical Health Program

The Office of Medical Assistance Programs (“OMAP”) administers the joint state and federal Medical Assistance (“MA”) Program also known as Medicaid, that purchases health care for almost 3 million Pennsylvania residents. More than 2.6 million of these MA Consumers receive their physical health coverage through PH-MCOs under the HC-PH program, in 67 counties that comprise five geographic Zones. These Consumers represent a diverse cultural population with a wide range of complex health care issues. HC-PH Consumers must be linked to Health Care Providers and provided access to health care in urban, suburban, and rural areas, and accomplishing these tasks in some areas of the Commonwealth may be more challenging than in other areas. Outreach activities and coordinated efforts within individual communities are essential in such areas to inform and provide timely information on their choices to MA Consumers.

The following table outlines the counties that make up each HealthChoices Zone. Each Zone is considered to be one service area for purposes of PH-MCO selection. Accordingly, a PH-MCO operating in a particular Zone must be able to provide all services required under its Agreement in all counties in that Zone.

Zone	Service Area	Current PH-MCOs*	Selected PH-MCOs Anticipated to Begin Services July 2022
HealthChoices – Southeast Zone	Bucks, Chester, Delaware, Montgomery, and Philadelphia	Aetna Better Health Health Partners Health Plan Keystone First Health Plan UnitedHealthCare Community Plan	Geisinger Health Partners Health Plan Keystone First Health Plan UnitedHealthCare Community Plan UPMC for You
HealthChoices – Southwest Zone	Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington, and Westmoreland	Aetna Better Health Gateway Health UnitedHealthCare Community Plan UPMC for You	AmeriHealth Caritas Pennsylvania Geisinger Health Partners Highmark Wholecare (former Gateway Health) UPMC for You
HealthChoices – Lehigh/ Capital Zone	Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, and York	Aetna Better Health AmeriHealth Caritas Pennsylvania Gateway Health UnitedHealthCare Community Plan UPMC for You	AmeriHealth Caritas Pennsylvania Geisinger Health Partners Highmark Wholecare (former Gateway Health) UPMC for You
HealthChoices – Northwest Zone	Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, Mercer, McKean, Potter, Venango, and Warren	AmeriHealth Caritas Pennsylvania Aetna Better Health Gateway Health UPMC for You	AmeriHealth Caritas Pennsylvania Geisinger Health Partners UPMC for You
HealthChoices – Northeast Zone	Bradford, Carbon, Clinton, Centre, Columbia, Juniata, Lackawanna, Lycoming, Mifflin, Monroe, Montour, Northumberland, Luzerne, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wyoming, and Wayne	AmeriHealth Northeast Aetna Better Health Geisinger Health Plan	Aetna Better Health AmeriHealth Caritas Geisinger Health Plan Health Partners UPMC for You

** The Department's current agreements with the listed PH-MCOs are scheduled to expire on June 30, 2022. The Department currently is conducting readiness review and negotiations of new agreements with the selected MCOs anticipated to be effective July 1, 2022. The number of PH-MCOs per Zone and the PH-MCOs operating in each Zone will change in certain Zones.*

Although HealthChoices is the name of both Pennsylvania’s Physical and Behavioral Health mandatory managed care programs, the Physical and Behavioral Health and Community HealthChoices (“CHC”) components of the HealthChoices program are separately administered in DHS. The Applicant selected through this procurement shall provide enrollment services only for the Physical Health component of the HealthChoices Program, but the selected Applicant must also be familiar with the HealthChoices Behavioral Health (“BH”) program and the BH-MCOs and the CHC program and CHC-MCOs to provide MA Consumers with information for referrals for these services.

Through PH-MCOs, HC-PH Consumers receive medically necessary care and timely access to all appropriate services. Eligibility for MA and HC-PH are based on a combination of factors, including family composition, resources, income level, insurance status, and pregnancy status, depending on the eligibility category in question. The Department’s Office of Income Maintenance (“OIM”) has sole authority for determining whether individuals or families meet MA and HealthChoices eligibility criteria and are eligible for the MA and HealthChoices Programs. OIM administers County Assistance Offices (“CAOs”) in each of Pennsylvania’s 67 counties that determine eligibility for residents of each county.

Refer to the [Managed Care Information](#) section of the DHS website for a HealthChoices MCO Directory, HealthChoices general information, and historic managed care enrollment information. Refer to **Appendix J** for a statewide **HealthChoices Physical Health Zone Map**, to **Appendix K** for historic **Enrollment Reports January 2018 - September 2020**, and to **Appendix L** for **Enrollment Center Call Statistics**. This historic information is provided for Applicants to review in order to better assess the scope of the project.

Children’s Health Insurance Program

OMAP also administers the joint state and federal CHIP program to provide health insurance coverage through CHIP-MCOs to approximately 185,000 uninsured children under 19 years of age who are not eligible for or enrolled in MA. Eight MCOs currently participate in CHIP, although the number and identity of participating MCOs may be different when the selected applicant begins providing services to CHIP Enrollees in 2023. Most families in the CHIP program receive this insurance coverage for free. Households with incomes above a certain level pay premiums and co-payments. Premium requirements are determined by the number of members in the household, as well as total household income. CHIP-MCOs provide both physical and behavioral health services to CHIP Enrollees. CHIP Enrollees have a single, all-inclusive benefit package regardless of premium or co-pay requirements. Like the HC-PH program, CHIP operates in 67 counties. By 2023, CHIP will also utilize the same five geographic zones.

- Section I-24. Term of Agreement is amended as follows:

I-24. Term of Agreement. The term of the agreement will commence on the Effective Date, anticipated to be [between](#) August 1, 2022 [and January 1, 2023](#), and will end **three years** after the Effective Date. Subject to the performance of the Applicant and other considerations, the Department may extend the agreement on the same terms and conditions for up to one additional two-year period. The Department will fix the Effective Date after the agreement has been fully executed by the selected Applicant and by the Commonwealth and all approvals required by the Commonwealth have been obtained. The selected Applicant shall not start the performance of any work prior to the Effective Date of the agreement and the Commonwealth shall not be liable to pay the selected Applicant for any service or work performed or expenses incurred before the Effective Date of the agreement.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

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