

REQUEST FOR APPLICATIONS FOR

ENROLLMENT ASSISTANCE PROGRAM SERVICES
FOR THE HEALTHCHOICES PHYSICAL HEALTH PROGRAM
AND THE CHILDREN'S HEALTH INSURANCE PROGRAM
IN PENNSYLVANIA

ISSUING OFFICE

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Procurement and Contract Management
Room 832 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit questions via email to RA-PWRFAQUESTIONS@PA.GOV	Potential Applicants	March 11, 2022 5:00 PM EST
Pre-Application Conference Webinar. Please register at: https://attendee.gotowebinar.com/register/7541033905604152848 After registering, you will receive a confirmation email.	DHS/Potential Applicants	March 10, 2022 2:00 PM EST
Answers to Potential Applicant questions posted to the Department of General Services website at http://www.emarketplace.state.pa.us/Search.aspx no later than this date.	DHS	March 18, 2022
Please monitor this website for all communications regarding this Request for Applications.	Potential Applicants	Ongoing
Application and references must be received by the Issuing Office at RA-PWRFAQUESTIONS@PA.GOV as provided in Part I, Sections I-12 and I-13.A and Part III, Section III-3.	Applicants	April 8, 2022 12:00 PM EST

PART I

GENERAL INFORMATION

- I-1. Purpose.** This Request for Applications (“RFA”) provides to those interested in submitting applications for the subject procurement (“Applicants”) sufficient information to enable them to prepare and submit applications for the Department of Human Services’ (“Department” or “DHS”) consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Enrollment Assistance Program Services for the Benefit of Individuals Eligible for Pennsylvania’s HealthChoices Physical Health Program and Children’s Health Insurance Program** (“Project”). This RFA contains instructions governing the requested applications, including the requirements for the information and material to be included; a description of the service to be provided; requirements that Applicants must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFA.
- I-2. Issuing Office.** The Department’s Office of Administration, Bureau of Procurement and Contract Management (“Issuing Office”) has issued this RFA on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFA shall be Ross Bowman, RA-PWRFAQUESTIONS@PA.GOV, the Issuing Officer for this RFA. Please refer all inquiries to the Issuing Officer
- 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, 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*	PH-MCOs beginning 7/22
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	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 Highmark Wholecare (former Gateway Health) Geisinger Health Partners 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,	AmeriHealth Northeast Aetna Better Health Geisinger Health Plan	Aetna Better Health Geisinger Health Plan Health Partners UPMC for You

	Luzerne, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wyoming, and Wayne		
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** 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.

I-4. Objectives.

A. General. The Department is seeking a Grantee to provide MA Consumers in the HC-PH Program, and Consumers in CHIP beginning in 2023 with choice counseling, including the provision of information and services designed to assist them in their enrollment decisions in regard to selecting or changing their MCO and making PCP selections. The selected Applicant shall also provide information to MA and CHIP Consumers and stakeholders regarding service providers available under the HC-PH program or CHIP.

B. Specific. The selected Applicant must provide choice counseling services to MA Consumers in HC-PH program and beginning in 2023 to CHIP Consumers as set forth in this RFA. The overall goals of a resulting grant are to:

1. Maintain consistently high MCO and PCP selection rates to reduce the number of individuals who are auto-assigned to an MCO or PCP;
2. Facilitate MCO transfers for individuals in the HC-PH program or CHIP;
3. Establish an adequately staffed Enrollment Center, maintaining sufficient numbers of trained Enrollment Specialists and Field Outreach Specialists (Field Staff);
4. Maintain a website that provides MA and CHIP Consumers with access to information about their choices so that they are well-informed about the choices available to them;
5. Provide timely and appropriate enrollment coordination for special needs MA Consumers, including but not limited to, Children in Substitute Care (“CSC”) (see **Appendix I, Definitions**) and pregnant women. For the HC-PH program, this includes appropriate coordination between the PH-MCOs, OIM, CAOs, and the Office of Children and Youth and Families;
6. Establish and maintain a Management Information System (“MIS”) that can handle the various interfaces and file exchanges critical for the timely processing of enrollments, and that can provide accurate and up-to-date Network Provider information from the PH-MCOs and CHIP-MCOs that is accessible to the selected Applicant’s Enrollment staff and MA and CHIP Consumers permitting each Consumer to choose the health plan and PCP that best meets their needs (see **Appendix I for definition of Network Provider**);

7. Establish a repository for storing eligibility and enrollment data received from the Department that can be used for researching and resolving discrepancies;
 8. Have the capability and flexibility to accommodate future changes to federal and state requirements relating to choice counseling and to the HC-PH program and CHIP; and
 9. Maintain compliance with **Part III-3.B.1.a** relating to independence and conflict free requirements.
- I-5. Type of Agreement.** If the Department enters into an agreement as a result of this RFA, it will be a Grant Agreement containing the **IT Terms and Conditions as shown in Appendix E** to this RFA. All references to the term “Contractor” shall refer to the selected Applicant and all references to Contract shall refer to the Grant Agreement. The Department, in its sole discretion, may undertake negotiations with Applicants whose applications, in the judgment of the Department, show them to be qualified, responsible, and capable of performing the Project.
- I-6. Rejection of Applications.** The Department, in its sole and complete discretion, may reject any application received as a result of this RFA.
- I-7. Incurring Costs.** The Department is not liable for any costs an Applicant incurs in the preparation and submission of its application, in participating in the RFA process, or in anticipation of award of the agreement.
- I-8. Pre-Application Conference.** The Department will hold a Pre-Application conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFA. Applicants should forward all questions to the Issuing Officer in accordance with **Part I, Section I-9** of this RFA to provide adequate time for analysis before the Department provides an answer. Applicants may also ask questions at the conference. The Pre-Application conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Department. **Attendance at the Pre-Application Conference is optional, but strongly encouraged.**
- I-9. Questions & Answers.** If an Applicant has any questions regarding this RFA, the Applicant must submit the questions by email (**with the subject line “RFA #16-20 Question”**) to the Issuing Officer named in **Part I, Section I-2** of this RFA. If the Applicant has questions, they must be submitted as they arise via email but **no later than** the date specified in the Calendar of Events. The Applicant shall not attempt to contact the Issuing Officer by any other means.

When questions are submitted after the deadline, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Applicant to specific provisions in the RFA. To the extent that the Department decides to respond to a non-

administrative question *after* the deadline date for receipt of questions, the Department will provide the answer to all Applicants through an addendum.

All questions and responses will be posted on the Department of General Services (“DGS”) website and are considered as an addendum to, and part of, this RFA in accordance with RFA **Part I, Section I-10** of this RFA.

I-10. Addenda to the RFA. If the Department deems it necessary to revise any part of this RFA before the application response date, the Department will post an addendum to eMarketplace at <http://www.emarketplace.state.pa.us/Search.aspx>. It is the Applicant’s responsibility to periodically check the website for any new information or addenda to the RFA. The Department shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFA or formally issued as an addendum.

I-11. Small Diverse Business (“SDB”) and Veteran Business Enterprise (“VBE”) Participation. The DGS Bureau of Diversity, Inclusion and Small Business Opportunities (“BDISBO”) has developed a goal setting policy based upon recommendations from its 2018 Disparity Study. The goal setting policy requires BDISBO and agencies to identify contract-specific participation goals for SDBs (which include Minority Business Enterprises (“MBE”), Women Business Enterprises (“WBE”), LGBT Business Enterprises (“LGBTBE”), Disability-Owned Business Enterprises (“DOBE”), and Service-Disabled Veteran-Owned Small Business (“SDVBE”)) and VBEs (which include Veteran-Owned Small Businesses and Service-Disabled Veteran-Owned Small Businesses). Offerors must either agree to meet the participation goals in full or must request and obtain a full or partial Good Faith Efforts waiver from one or both of the participation goals. DHS will reject as unresponsive any application that fails to meet either participation goal or to establish its Good Faith Efforts to meet the participation goals in full or in part.

The established goals for this Project are set forth below:

SDB Participation: 18%

VBE Participation: 3%

Further information can be found in **Part V** of this RFA.

I-12. Response Date. To be considered for selection, Applicants must submit electronic copies of their applications to the Issuing Office no later than the date and time specified in the Calendar of Events. Applicants must submit the electronic copies of applications and reference contacts must submit the completed reference questionnaires to RA-PWRFAQUESTIONS@PA.GOV. Hard copy applications will not be accepted. The Department will reject late applications.

I-13. Application Requirements.

A. Application Submission: To be considered, Applicants should submit a complete response to this RFA to the Issuing Office, using the format provided in **Part I, Section I-13.B**, providing **one copy of the Technical Submittal, one copy of the Cost Submittal, one copy of the Contractor Partnership Program (“CPP”) Submittal, one copy of the SDB Participation Submittal (which must include either the SDB Utilization Schedule, the Good Faith Efforts Documentation to Support Waiver Request, or both), and one copy of the VBE Participation Submittal (which must include either the VBE Utilization Schedule, the Good Faith Efforts Documentation to Support Waiver Request, or both)** via email to RA-PWRFAQUESTIONS@PA.GOV. The subject line of the email must specify “RFA #16-20 Application”. Email attachments are limited to 10 MB, cumulatively, per email, and files may not be sent in any compressed format. Any part of the application or its attachments over that limit must be sent via separate emails, with each labeled “RFA #16-20 Application Part X of Y” (total number of emails).

Contacts for the Corporate and Personnel References must submit by email the completed questionnaires as provided in **Part III, Section III-3.A** and **III-3.D** to RA-PWRFAQUESTIONS@PA.GOV.

The electronic response must be in Microsoft Office or Microsoft Office-compatible format; and any spreadsheets must be in Microsoft Excel. To the extent that the Applicant designates information as confidential or proprietary or trade secret protected in accordance with **Part I, Section I-20** of this RFA, the Applicant must also include one redacted version of the Technical Submittal, excluding financial capability in Microsoft Office or Microsoft Office-compatible format. Applicants may not lock or protect any cells or tabs. Applicants shall make no other distribution of its application to any other Applicant or Commonwealth official or Commonwealth consultant. Each application page should be numbered for ease of reference. An official authorized to bind the Applicant to its provisions must sign the application. If the official signs the **Application Cover Sheet (Appendix A** to this RFA) and the Application Cover Sheet is attached to the Applicant’s application, the requirement will be met. For this RFA, the application must remain valid for 120 days or until an agreement is fully executed. If the Department selects the Applicant’s application for award, the contents of the selected Applicant’s application will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Applicant submitting an application specifically waives any right to withdraw or modify it, except that the Applicant may withdraw its application by written notice received at the Issuing Office’s address for application delivery prior to the exact hour and date specified for application receipt. An Applicant may modify its submitted application prior to the exact hour and date set for application receipt only by submitting a new application or modification that complies with the RFA requirements.

B. Application Format: Applicants should submit their applications in the format, including heading descriptions, outlined below. To be considered, the application should respond to all application requirements. Applicants should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the application. All cost data relating to this application and all SDB and VBE cost data should be kept separate from and not included in the Technical Submittal. Applicants should not reiterate technical information in the Cost Submittal. Each application shall consist of the following five separate submittals:

1. Technical Submittal:

a. In response to Part III;

The Technical Submittal should include a Transmittal Letter and include Tabs 1 through 11. Applicants must format their responses as follows:

- Tab 1: Table of Contents
- Tab 2: Statement of the Project
- Tab 3: Management Summary
- Tab 4: Qualifications
- Tab 5: Training
- Tab 6: Financial Capability
- Tab 7: Work Plan
- Tab 8: Requirements
- Tab 9: Reports & Project Control
- Tab 10: Performance Standards
- Tab 11: Objections to Standard Terms and Conditions

The contacts for the Corporate and Key Personnel Reference Questionnaires should submit the completed questionnaires in accordance with **Part III, Sections III-3.A. and III-3.C.**

b. Complete, sign and include Appendix G, Lobbying Certification and if applicable, the **Disclosure of Lobbying Activities.**

c. Complete, and include Appendix H, Federal Funding Accountability and Transparency Act Sub-Recipient Data Sheet.

d. Complete, sign and include Appendix R, Worker Protection and Investment Certification Form.

2. Cost Submittal, in response to Part IV of this RFA;

3. SDB Participation Submittal (SDB-2) (which must include the SDB Utilization Schedule (SDB-3), the Good Faith Efforts Documentation to Support Waiver Request (SDB-4 and SDB-5), or both), in response to Part V of this RFA;

4. VBE Participation Submittal (VBE-2) (which must include the VBE Utilization Schedule (VBE-3), the Good Faith Efforts Documentation to Support Waiver Request (VBE-4 and VBE-5), or both), in response to **Part V** of this RFA; and
5. CPP Submittal, in response to **Part VI** of this RFA.

Submittals should adhere to the following format:

- a. Pages must be eight-and-one half by eleven inches with right and left margins of one inch.
- b. Should use Arial or Times New Roman font with a type size of 12.
- c. Tab and Section headings, shown in this **Part I, Section I-13**, should be used.
- d. Each page of the application must include a page number and identification of the Applicant in the page footer.
- e. Materials provided in any appendix must be specifically referenced by page numbers in the body of the application.
- f. Exceptions for paper and font size are permissible for project schedule (Microsoft Project) or for graphical exhibits and material in appendices with dimensions of 11 by 17 inches.

The Department may request additional information which, in the Department's opinion, is necessary to ensure that the Applicant's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFA.

The Department may make investigations as deemed necessary to determine the ability of the Applicant to perform the Project, and the Applicant shall furnish to the Issuing Office all requested information and data. The Department may reject any application if the evidence submitted by, or investigation of, such Applicant fails to satisfy the Department that such Applicant is properly qualified to carry out the obligations of the RFA and to complete the Project as specified.

- I-14. Economy of Preparation.** Applicants should prepare applications simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFA.
- I-15. Alternate Applications.** The Department has identified the basic approach to meeting its requirements, allowing Applicants to be creative and propose their best solution to meeting these requirements. The Department will not accept alternate applications.
- I-16. Discussions for Clarification.** Applicants may be required to make an oral or written clarification of their applications to the Department to ensure thorough mutual understanding and Applicant responsiveness to the solicitation requirements. The Department will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to the award of an agreement.

I-17. Presentations. Applicants may be required to make an oral or written presentation of their applications to the Department to demonstrate an Applicant’s capabilities and ability to provide the services required in the RFA. The Department will initiate requests for presentations; and for oral presentations, may include a request that key personnel be present. The oral presentation will be held in Harrisburg, Pennsylvania. Presentations may be requested at any stage of the evaluation and selection process prior to the award of the grant agreement.

I-18. Prime Applicant Responsibilities. The selected Applicant must perform services valued at least at 50% of the total agreement value. Nevertheless, the Department will require the Applicant to assume responsibility for all services offered in its application whether it produces them itself or by subcontract. The Department will consider the selected Applicant to be the sole point of contact with regard to all agreement matters.

I-19. Application Contents.

A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Applicants’ submissions in order to evaluate applications. Accordingly, except as provided here, Applicants should not label applications as confidential or proprietary or trade secret protected. Any Applicant who determines that it must divulge such information as part of its application must submit the signed written statement described in Subsection C below and must additionally provide a redacted version of its application in accordance with **Part I, Section I-13.A** of this RFA, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

B. Commonwealth Use. All material submitted with the application shall be considered the property of the Commonwealth. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any application regardless of whether the application becomes part of an agreement. Notwithstanding any Applicant copyright designations contained on applications, the Commonwealth shall have the right to make copies and distribute applications internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. Public Disclosure. After the award of a grant pursuant to this RFA, all applications are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If an application contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix F** of the RFA for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to

Part III, Section III-5 and the Cost Verification tab of the Cost Submittal of this RFA, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-20. Best and Final Offers (“BAFO”).

A. While not required, the Department may conduct discussions with Applicants for the purpose of obtaining BAFOs. To obtain BAFOs from Applicants, the Department may do one or more of the following, in any combination and order:

1. Schedule oral presentations;
2. Request revised applications; and
3. Enter into pre-selection negotiations.

B. The following Applicants will **not** be invited by the Department to submit a BAFO:

1. Those Applicants, which the Department has determined to be not responsible or whose applications the Department has determined to be not responsive.
2. Those Applicants, which the Department has determined from the submitted and gathered financial and other information, do not possess the financial capability, experience, or qualifications to ensure good faith performance of the grant agreement.
3. Those Applicants whose raw score for their Technical Submittal of the application is less than 75% of the total amount of raw technical points allotted to the technical criterion.

The Department may further limit participation in the BAFO process to those remaining responsible Applicants that the Department has, within its discretion, determined to be within the top competitive range of responsive applications.

C. The Evaluation Criteria found in **Part II, Section II-4** of this RFA, shall also be used to evaluate the BAFOs.

D. Price reductions offered shall have no effect upon the Applicant’s Technical Submittal.

E. The Department, in its sole discretion, also may undertake negotiations with Applicants whose applications, in the judgement of DHS, show them to be qualified, responsible, and capable of performing the Project.

I-21. News Releases. Applicants shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Department, and then only in coordination with the Department.

- I-22. Restriction of Contact.** From the issue date of this RFA until the Department selects an application for award, the Issuing Officer is the sole point of contact concerning this RFA. Any violation of this condition may be cause for the Department to reject the offending Applicant's application. If the Department later discovers that the Applicant has engaged in any violations of this condition, the Department may reject the offending Applicant's application or rescind its grant agreement. Applicants must not distribute any part of their applications beyond the Issuing Office. An Applicant who shares information contained in its application with other Commonwealth personnel or competing Applicant personnel may be disqualified.
- I-23. Department Participation.** The selected Applicant shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in **Part I, Section I-23** of this RFA. The Department will monitor the selected Applicant's performance. Designated Department staff will coordinate readiness review, provide, or arrange technical assistance, and monitor for compliance with grant requirements and the approved program policies and procedures.
- I-24. Term of Agreement.** The term of the agreement will commence on the Effective Date, anticipated to be August 1, 2022, 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.
- I-25. Applicant's Representations and Authorizations.** By submitting its application, each Applicant understands, represents, and acknowledges that:
- A.** All of the Applicant's information and representations in the application are material and important, and the Department will rely upon its contents in awarding the agreement. The Commonwealth may treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the application, punishable pursuant to 18 Pa. C.S. § 4904.
 - B.** The Applicant has arrived at the price(s) and amounts in its application independently and without consultation, communication, or agreement with any other Applicant or potential Applicant.
 - C.** The Applicant has not disclosed the price(s), the amount of the application, nor the approximate price(s) or amount(s) of its application to any other firm or person who is an Applicant or potential Applicant, and the Applicant shall not disclose any of these

items on or before the application submission deadline specified in the Calendar of Events of this RFA.

- D.** The Applicant has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting an application, or to submit an application higher than its application, or to submit any intentionally high or noncompetitive application or other form of complementary application.
- E.** The Applicant makes its application in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive application.
- F.** To the best knowledge of the person signing the application for the Applicant, the Applicant, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Applicant has disclosed in its application.
- G.** To the best of the knowledge of the person signing the application for the Applicant and except as the Applicant has otherwise disclosed in its application, the Applicant has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal.
- H.** The Applicant is not currently under suspension or debarment by the Commonwealth, and has not been precluded from participation in any federally funded health care program by any other state or the federal government, and if the Applicant cannot so certify, it shall submit along with its application a written explanation of why it cannot make such certification.
- I.** The Applicant has not made, under separate agreement with the Department, any recommendations to the Department concerning the need for the services described in its application or the specifications for the services described in the application.
- J.** Each Applicant, by submitting its application, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Applicant's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K.** Until the selected Applicant receives a fully executed and approved written agreement from the Issuing Office, there is no legal and valid agreement, in law or in equity, and the Applicant shall not begin to perform.
- L.** The Applicant is not currently engaged, and will not during the duration of the agreement engage, in a boycott of a person or an entity based in or doing business with a jurisdiction that the Commonwealth is not prohibited by Congressional statute from engaging in trade or commerce.

I-26. Notification of Selection.

- A. Negotiations.** The Department will notify all Applicants in writing of the Applicant selected for negotiations after the Department has determined, taking into consideration all evaluation factors, the application that is the most advantageous to the Department.
- B. Notification of Award.** Applicants whose applications are not selected will be notified when negotiations have been successfully completed and the Department has received the final negotiated agreement signed by the selected Applicant.

I-27. Debriefing Conferences. Upon notification of award as provided in **Part I, Section I-26.B**, Applicants whose applications were not selected may request a debriefing by emailing the Issuing Officer identified in **Part I, Section I-2**. The purpose of a debriefing is to assist the Applicant in understanding some of the strengths and weaknesses of certain aspects of its technical submittal and will not compare the Applicant with other Applicants, other than the position of the Applicant's application in relation to all other Applicant applications. The Department will not provide scores. In its sole discretion, the Issuing Office may schedule a call to read the written debriefing script to the Applicant or e-mail the debriefing script to the Applicant. Any questions concerning the debriefing must be submitted, in writing, to the Issuing Officer no later than the date stated in the debriefing script. In its sole discretion, DHS may respond to some, all, or none of the Offeror's questions.

I-28. Use of Electronic Versions of this RFA. This RFA is being made available by electronic means. If an Applicant electronically accepts the RFA, the Applicant acknowledges and accepts full responsibility to ensure that no changes are made to the RFA. If a conflict between a version of the RFA in the Applicant's possession and the Issuing Office's version of the RFA, the Issuing Office's version shall govern.

I-29. Information Technology Policies. This RFA is subject to the Information Technology Policies ("ITPs") issued by the Office of Administration, Office for Information Technology; and DHS Business and Technical Standards ("BTSs") created and published by DHS. ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>. The DHS BTS may be found at <https://www.dhs.pa.gov/providers/Providers/Pages/Business%20and%20Tech%20Standards/Business-and-Technology-Standards.aspx>

All applications must be submitted on the basis that all ITPs and BTSs are applicable to this procurement. It is the responsibility of the Applicant to read and be familiar with the ITPs and DHS BTSs. Notwithstanding the foregoing, if the Applicant believes that any ITP or DHS BTS is not applicable to this procurement, it must list all such ITPs and BTS in its technical response, and explain why it believes the ITP or DHS BTS is not applicable. DHS may, in its sole discretion, accept or reject any request that an ITP or DHS BTS not be considered to be applicable to the procurement. The Applicant's failure to list an ITP or DHS BTS will result in its waiving its right to do so later, unless DHS in

its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITP or DHS BTS.

PART II

CRITERIA FOR SELECTION

- II-1. Mandatory Responsiveness Requirements.** To be eligible for selection, an application must:
- A.** Be timely received from an Applicant (see **Part I, Section I-12**);
 - B.** Be properly signed by the Applicant (see **Part I, Section I-13.A**);
 - C.** Contain an SDB Participation Submittal (SDB-2) (which must include the SDB Utilization Schedule (SDB-3), Good Faith Efforts Documentation to Support Waiver Request (SDB-4 and SDB-5), or both **and** either (a) agree to meet the SDB participation goal in full, or (b) receive an approved waiver from any unmet portion of the SDB participation goal; and
 - D.** Contain an VBE Participation Submittal (VBE-2) (which must include the VBE Utilization Schedule (VBE-3), Good Faith Efforts Documentation to Support Waiver Request (VBE-4 and VBE-5), or both and either (a) agree to meet the VBE participation goal in full, or (b) receive an approved waiver from any unmet portion of the VBE participation goal.
- II-2. Technical Nonconforming Applications.** The four Mandatory Responsiveness Requirements set forth in **Section II-1** above (**A-D**) are the only RFA requirements that the Commonwealth will consider to be *non-waivable*. The Department may, in its sole discretion, (1) waive any other technical or immaterial nonconformities in an Applicant's application, (2) allow the Applicant to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Applicant's application.
- II-3. Evaluation.** The Department has selected a committee of qualified personnel to review and evaluate the Technical Submittals of timely submitted applications that are eligible for selection. The Department will notify in writing of its selection for negotiations the responsible Applicant whose application is determined to be the most advantageous to the Commonwealth as determined after taking into consideration all of the evaluation factors.

The Commonwealth will not score the SDB and VBE Participation Submittals. Rather, Applicants must commit to meeting the SDB and VBE participation goals or make good faith efforts to meet the SDB and VBE participation goals as more fully explained in **Part V**. Although the SDB and VBE Participation Submittals will not be scored, the Department, in conjunction with BDISBO, will evaluate the SDB Participation Submittal, the VBE Participation Submittal, and additional required documentation to determine whether they have been completed in accordance with **Part V** and in a manner that demonstrates the Applicant is responsive and responsible. If an Applicant fails to satisfy the SDB and VBE requirements described in **Part II, Section II-1**, the Department will reject the application.

DHS will not review or score the CPP Submittal. Once an Applicant has been selected for negotiations, DHS will review the CPP Submittal of the selected Applicant and may request changes to the selected Applicant's CPP Submittal during grant agreement negotiations.

II-4. Evaluation Criteria. The following criteria will be used in evaluating each application:

A. Technical: The Department has established the weight for the Technical criterion for this RFA as **65%** of the total points. Evaluation will be based upon the following in order of importance:

- **Soundness of Approach.** This includes the Applicant's technical approach for completion of all services and deliverables required by this RFA, if it is responsive to all requirements of the RFA, and if it meets the Project's objectives.
- **Applicant Qualifications.** This includes the ability of the Applicant to meet the terms of the RFA, including the time constraints involved with the Project and the quality, relevancy, and recentness of projects completed. This also includes the Applicant's ability to undertake a Project of this size.
- **Personnel Qualifications.** This includes the competence and sufficiency of the personnel and staff who would be assigned to the Project by the Applicant.
- **Understanding the Project.** This includes the Applicant's understanding of Commonwealth's needs that generated the RFA, of the Commonwealth's objectives in asking for the services, and of the nature and scope of the work involved.

The final Technical scores are determined by giving the maximum number of technical points available to the application with the highest raw technical score. The remaining applications are rated by applying the formula set forth at:

https://www.dgs.pa.gov/Materials-Services-Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

B. Cost: The Department has established the weight for the Cost criterion for this RFA as **35%** of the total points. The cost criterion is rated by giving the application with the lowest total cost the maximum number of Cost points available. The remaining applications are rated by applying the Cost Formula set forth at the following webpage:

https://www.dgs.pa.gov/Materials-Services-Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

II-5. Applicant Responsibility. To be responsible, an Applicant must submit a responsive application and possess the capability to fully perform the agreement requirements in all respects and the integrity and reliability to assure good faith performance of the agreement.

In order for an Applicant to be considered responsible for this RFA and therefore eligible for selection for BAFO and selection for negotiations:

- A. The total raw score for the Technical Submittal of the Applicant's application must be greater than or equal to **75%** of the **available raw technical points**; and
- B. The Applicant's financial information must demonstrate that the Applicant possesses the financial capability to ensure good faith performance of the agreement. The Commonwealth will review the Applicant's previous three financial statements, any additional information received from the Applicant, and any other publicly-available financial information concerning the Applicant, and assess each Applicant's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

An Applicant that fails to demonstrate sufficient financial capability to ensure good faith performance of the agreement as specified herein may be considered by the Department, in its sole discretion, for BAFO or negotiation contingent upon such Applicant providing performance security for the first agreement year cost proposed by the Applicant in a form acceptable to the Department. Based on the financial condition of the Applicant, the Department may require a certified or bank (cashier's) check, letter of credit, or a performance bond conditioned upon the faithful performance of the agreement by the Applicant. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Applicant and cannot increase the Applicant's cost application or the agreement cost to the Commonwealth.

Further, the Department will award an agreement only to an Applicant determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

- C. The Applicant must be independent and conflict free as defined in **Part III, Section III-3.B.1.a.** of this RFA on the application submission date.

II-6. Final Ranking and Award.

- A. After any BAFO process is conducted, the Issuing Office will combine the evaluation committee's final technical scores and the final cost scores, in accordance with the relative weights assigned to these areas as set forth in this **Part II**.
- B. The Issuing Office will rank responsible Applicants according to the total overall score assigned to each, in descending order.

- C.** Except as provided in **Part II, Section II-6.D**, the Department must select for negotiations the Applicant with the highest overall score.
- D.** The Department has the discretion to reject all applications or cancel the Request for Applications, at any time prior to the time an agreement is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the RFA file.

PART III

TECHNICAL SUBMITTAL

III-1. Statement of the Project. State in succinct terms your understanding of the Project and the service required by this RFA. The Applicant's response should demonstrate that the Applicant fully understands the scope of services to be provided, the Applicant's responsibilities, and how the Applicant will effectively manage the grant.

Applicant Response

III-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided. The Applicant should condense and highlight the contents of the Technical Submittal in a manner that allows a broad understanding of the entire Technical Submittal.

Applicant Response

III-3. Qualifications.

A. Company Overview. The Applicant should describe the corporate history and relevant experience of the Applicant and any subcontractors. This section should detail information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, and the current size of the company. The Applicant should provide a corporate organizational chart.

Applicants should provide similar organizational background information on any significant subcontractor for services. A "significant subcontractor" is defined as an organization undertaking more than 10% on the total cost basis of the work associated with this RFA.

If an Applicant is proposing to use the services or products of a subsidiary or Affiliate (see **Appendix I, Definitions**), the Applicant should describe the business arrangement with that entity and the scope of the services the entity will provide.

If the experience of any proposed subcontractor is being used to meet the qualifications and requirements of this RFA, the Applicant should provide the same information as listed above for the subcontractor. This information must be presented separately within this section, clearly identifying the subcontractor experience and name of the subcontractor.

References. The Applicant should provide a list of at least three relevant contacts within the past three years to serve as corporate references. The references must be outside clients (non-DHS). This list shall include the following for each reference:

- a. Name of customer
- b. Type of contract
- c. Contract description, including type of services provided
- d. Total contract value
- e. Contracting officer's name and telephone number
- f. Role of subcontractors (if any)
- g. Time period in which services were provided

The Applicant must submit **Appendix C, Corporate Reference Questionnaire**, directly to the contacts listed. The contacts should complete the questionnaire and return it electronically to the Issuing Officer identified in Part I, Section I-2 of this RFP. The contacts for the Corporate references should submit the completed questionnaires, as attachments, to RA-PWRFAQUESTIONS@PA.GOV by the due date and time specified in the Calendar of Events. The contacts should include "Corporate Reference Questionnaire for RFA 16-20" in the subject line of the email and the body should specify the name of the Applicant for whom the questionnaire is being submitted. Questionnaires submitted after the due date and time will be rejected.

The Applicant should disclose any contract or agreement cancellations, or terminations within five years preceding the issuance of this RFA. If a contract or agreement was canceled or terminated for lack of performance, the Applicant must provide details on the customer's allegations, the Applicant's position relevant to the allegations, and the final resolution of the cancellation or the termination. The Applicant must include each customer's Company or entity name, address, contact name, phone number, and email address.

The Department may disqualify an Applicant based on a failure to disclose such a cancelled or terminated contract or agreement. If the Department learns about such a failure to disclose after an agreement is awarded, the Department may terminate the agreement.

Applicant Response

B. Prior Experience.

1. Independence Requirements.

- a. The selected Applicant and its subcontractor(s), including all SDBs and VBEs, regardless of whether the subcontractor(s) are providing services in relation to the Enrollment Assistance Program ("EAP") services, must be independent and conflict free as defined below:
 - i) Independent as defined in 42 C.F.R. § 438.810 (b)(1);
 - ii) Free from conflict of interest as defined in 42 C.F.R. § 438.810 (b)(2); and
 - iii) Free from any relationship from DHS's External Quality Review Organization ("EQRO") or the EQRO's subcontractors.
- b. Applicants should submit the following information:

- i) A description of the corporate identity, including name, address, telephone number, facsimile number, and email address for the legal entity with whom the grant will be written. In addition, provide the name and address of the principal officers, a description of Applicant’s major services, including whether it provides services in Pennsylvania as a Health Care Provider (see **Appendix I, Definitions**), a MCO, a prepaid inpatient health plan (“PIHP”), a prepaid ambulatory health plan (“PAHP”), or a primary care case manager (“PCCM”). (see **Appendix I** for definitions of PAHP and PIHP). List any specific licenses and accreditations held by the Applicant.
- ii) The names and addresses of all Applicant’s parents, subsidiaries, and other related entities; and an explanation of the nature of each relationship, including whether or not these entities provide services in Pennsylvania as a Health Care Provider, a MCO, a PIHP, PAHP, or a PCCM.
- iii) For all subcontractors, including SDBs and VBEs, the names and addresses of the subcontractor and their parent companies, subsidiaries, and related entities; and an explanation of the nature of each such relationship, including whether or not these entities provide services in Pennsylvania as a Health Care Provider, a MCO, a PIHP, PAHP, or a PCCM.
- iv) Identify for the Applicant and its subcontractors, including SDBs and VBEs, and their owners, employees, and consultants, the following information:
 - any direct or indirect financial interest, including any contract with any managed care entity or Health Care Provider that furnishes services in Pennsylvania
 - whether they have been excluded from participation in any federally funded health care program
 - whether they have been debarred or suspended by any federal agency
 - whether they have been subject to civil monetary penalties under the Social Security Act
- v) For any subcontractor, including SDBs and VBEs that are not independent or conflict free, describe how it will become independent and conflict free by the Effective Date of the grant.

The Department will not select for negotiations or agreement award any Applicant that is not independent and conflict free as defined in **Part III, Section III-3.B.1.a.** of this RFA. Further, the selected Applicant may not use any subcontractor that is not independent and conflict free or will not become independent and conflict free as defined in **Part III, Section III-3.B.1.a** of this RFA by the Effective Date of the agreement.

2. **Corporate Experience.** The Applicant should include experience in the operation of an EAP, including experience in the areas listed below or other similar experience. Projects referred to should be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted. Experience

should be within the last five years of the application submission and work done by individuals who will be assigned to this grant, as well as that of your company.

- a. Working with Medicaid managed care delivery systems.
- b. Enrolling eligible individuals in Medicaid or other Federally-funded health care delivery systems (e.g., risk-based managed care).
- c. Effectively managing enrollment services issues specific to Medicaid or other Federally-funded health care delivery systems.
- d. Providing choice counseling services or assisting eligible individuals make informed choices when selecting a PH-MCO and PCP in a Medicaid or other Federally-funded health care program.
- e. Working with populations with special needs. Refer to **Appendix I, Definitions** for a definition of special needs.
- f. Developing targeted outreach materials.
- g. Working with community organizations and designing, developing, and operating programs that involve community stakeholders in determining program improvement initiatives and outreach efforts.

Applicant Response

C. Personnel.

1. **Staffing Plan.** Describe the proposed staffing plan. Include the number of executive and professional personnel, including enrollment specialists, field outreach specialists (field staff), financial staff, analysts, researchers, programmers, consultants, and other staff, who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project.

Include organizational charts outlining the staffing, reporting relationships and staff members in its description. Show the total number of staff proposed and include the Full Time Equivalents to account for any additional staff (non-Key Personnel) that are not assigned on a full-time basis. Provide similar information for any subcontractors that are proposed. The organizational chart must illustrate the lines of authority, designate the positions responsible and accountable for the completion of each component in the RFA, include the names, *if available*, and job title and number of personnel that will be assigned to each role, and the number of hours per week each person is projected to work on the Project. The organizational chart should clearly designate any functions that are subcontracted along with the name of the subcontracting entities and the services they will perform. For all proposed positions, include position descriptions and minimum qualifications for vacant and filled positions.

2. **Key Personnel.** For the key personnel listed below, include the employee's name, and through a resume or similar document, the key staff's education, and experience in an EAP, choice counseling, or similar type of work. State the responsibilities each

individual will have for the EAP and how long each individual has been with your company.

- a. Pennsylvania Program Manager.** Preferred experience includes demonstrated large project management skills, knowledge of health care and Medicaid, and experience with low-income populations and community-based organizations, as well as special needs populations and leadership skills. In addition, the Department prefers that this person have a background in business and management in either the public or private sector, as well as with managed care programs. This individual shall be responsible for identifying and reinforcing Grant requirements and responsible and accountable for all activities related to the EAP. The Pennsylvania Program Manager must be available for scheduled and ad hoc meetings and consultation.
- b. Pennsylvania Financial Analyst.** Preferred experience includes financial management and accounting skills and the ability to support all aspects of financial management for a project of this magnitude. Experience managing day-to-day financial operations of a government-funded program is preferred.
- c. Pennsylvania Systems Analyst and Designated Backup.** Preferred experience includes demonstrated systems management skills. The analyst must be able to support a project of this size. The person must have the authority to make decisions necessary to resolve problems. This person must have a designated backup.
- d. Operations Manager(s).** The Department will allow flexibility for the Applicant to designate how many individuals are necessary for this position to handle the day-to-day operations for each of the zones (HealthChoices Southeast, HealthChoices Southwest, HealthChoices Lehigh-Capital, HealthChoices Northwest, and HealthChoices Northeast) that comprise the statewide managed care program. The person(s) should have operations management and community relations skills. The person(s) shall be responsible to oversee the process for enrollments of special populations such as CSC and will be responsible for the coordination with Children and Youth agencies as needed.
- e. Enrollment Center Manager.** The Department prefers that this person have demonstrated the ability to manage a large volume enrollment center providing choice counseling, preferably for a health care related or Medicaid program.

Applicant should identify a minimum of three client references for each Key Personnel. All client references for Key Personnel must be outside clients (non-DHS) who can give information on the individual's experience and competence to perform project tasks similar to those requested in this RFA. Key Personnel may be a member of the Applicant's organization, or any subcontractor included in the Applicant's application.

The Applicant must submit **Appendix D, Key Personnel Reference Questionnaire**, directly to the contacts listed. The contacts should complete the questionnaire and return it electronically to the Issuing Officer identified in Part I, Section I-2 of this RFP. The Key Personnel contact should submit the completed questionnaires, as attachments to, RA-PWRFAQUESTIONS@PA.GOV by the due date and time specified in the Calendar of Events. The Key Personnel contact should include "Key

Personnel Reference Questionnaire for RFA 16-20” in the subject line of the email and the body should specify the name of the Applicant and the name of the Key Personnel for whom the questionnaire is being submitted. Questionnaires submitted after the due date and time will be rejected.

Submitted responses are not to include personal information that will, or will be likely to, require redaction to release of the application under the Pennsylvania Right-to-Know Law, including but not limited to home addresses and phone numbers, Social Security Numbers, driver’s license numbers or numbers from state identification cards issued in lieu of a driver’s license, and financial account numbers. If the Commonwealth requires any of this information for security validation or other purposes, the information will be requested separately and as necessary.

Key Personnel Diversions or Replacement. Once Key Personnel are approved by the Department, the selected Applicant may not divert or replace personnel without prior approval of the Department’s Grant Administrator. The selected Applicant must provide notice of a proposed diversion or replacement to the Department’s Grant Administrator at least 30 calendar days in advance and provide the name, qualifications, and background check (if required) of the person who will replace the diverted personnel. The Department’s Grant Administrator will notify the selected Applicant within ten business days of the diversion notice whether the proposed diversion is acceptable and if the replacement was approved.

“Divert” or “diversion” is defined as the transfer of personnel by the selected Applicant or its subcontractor to another assignment within the control of either the Applicant or subcontractor. Advance notification and approval does not include changes in Key Personnel due to resignations, death, disability, dismissal for cause or dismissal as a result of the termination of a subcontract or any other causes that are beyond the control of the selected Applicant or its subcontractor. The Department’s Grant Administrator must approve the replacement personnel.

The Department’s Grant Administrator may request that the selected Applicant remove a person from this Project at any time. For vacancies other than diversions, including vacancies resulting from a DHS request for removal, the selected Applicant shall have 10 business days to interim fill and 60 calendar days to permanently fill the vacancy with a person possessing the required experience and skills, subject to the DHS Grant Administrator’s approval.

Applicant Response

- D. Subcontractors.** Provide a subcontracting plan for all subcontractors, including SDBs and VBEs, who will be assigned to the Project. The selected Applicant is prohibited from subcontracting or outsourcing any part of this Project without the express written approval of the Commonwealth. Upon award of the grant agreement, subcontractors included in the application submission are deemed approved. For each position included in your subcontracting plan, provide:

1. Name of subcontractor;
2. Address of subcontractor;
3. Primary Contact Name, Email Address and Phone Number;
4. Type of organization;
5. Date of formation;
6. Status of charter and corporate charter number;
7. Federal Employer Identification Number;
8. SAP/SRM Vendor Number;
9. Number of years worked with the subcontractor;
10. Number of employees by job category to work on this Project;
11. Description of services to be performed;
12. What percentage of time the staff will be dedicated to this Project;
13. Geographical location of staff; and
14. Resumes (if appropriate and available).

If applicable, the Applicant's subcontractor information should include (through a resume or a similar document) the employees' names, education and experience in the services outlined in this RFA. Information provided should also include the responsibilities each individual will have in this Project and how long each has been with subcontractor's company.

Applicant Response

- III-4. Training.** If appropriate, describe the recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

Applicant Response

- III-5. Financial Capability.** Describe your company's financial stability and economic capability to perform the agreement requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website. The Commonwealth may request additional information it deems necessary to evaluate an Applicant's financial capability.

Applicant Response

- III-6. Work Plan.** Describe in narrative form your technical plan for accomplishing the work with the Project tasks and the major milestones and deliverables provided below as a reference point. Modifications of tasks are permitted; however, reasons for changes should be fully explained. Include a Program Evaluation and Review Technique ("PERT") or

similar type display, time related, showing each event. If more than one approach is apparent, comment on why an approach was chosen. The relationship between Key Personnel and the specifics tasks, assignments, and deliverables proposed to accomplish the scope of work should also be described.

The Applicant should describe its management approach, including how it will implement its proposed work plan. Where applicable, the Applicant should provide specific examples of methodologies or approaches, including monitoring approaches, it will use to fulfill the RFA requirements and examples of similar experience and approach on comparable projects. The Applicant should describe the management and monitoring controls it will use to achieve the required quality of services and all performance requirements. The Applicant should also address its approach to internally monitor and evaluate the effectiveness of meeting the agreement requirements.

The Applicant should include in the work plan its planned approach and process for establishing and maintaining communication between all parties and a technical approach that is aligned with all written specifications and requirements contained in the RFA.

For each task, include the estimated number of person hours allocated to the task.

Tasks:

A. Readiness Review and Implementation. The selected Applicant shall be afforded up to a three month period from the Effective Date to develop and ramp-up services. Describe the transition plan to meet the following requirements. Include a PERT or similar display, time related, showing each event.

1. Readiness Review.

- a.** Immediately upon the Effective Date of the grant, the selected Applicant shall begin participation in the Readiness Review process, which will be conducted by the Department. The purpose of the Readiness Review is to document the status of the selected Applicant with respect to meeting the grant requirements. The Department may continue to develop the elements, program standards, and forms to be used for the Readiness Review process. The selected Applicant will not be permitted to serve MA Consumers if it does not show acceptable evidence of readiness relative to each grant requirement.
- b.** The selected Applicant must develop organizational policies and procedures that are compliant with all applicable State and Federal laws and regulations, and EAP Agreement requirements and must obtain DHS prior approval of its policies and procedures.
- c.** The selected Applicant must acquire sufficient knowledge of Pennsylvania's HealthChoices Program to successfully carry out the grant requirements in an effective and timely manner.
- d.** The selected Applicant must acquire sufficient knowledge of Pennsylvania's CHIP to successfully carry out the grant requirements in an effective and timely manner. There will be a separate portion of the Readiness Review process specific to CHIP enrollment assistance services, anticipated to begin six to eight months before the anticipated April 1, 2023, CHIP start date.

- e. The Applicant should describe in detail how it will coordinate and work with designated stakeholders, the incumbent and third party vendors, if applicable during the Readiness Review phase to perform and manage all tasks.
 - f. The selected Applicant must provide for a smooth transition of the on-going business and operational enrollment activities currently being provided to MA Consumers and gain sufficient knowledge to understand the requirements necessary to perform all the tasks required in this RFA.
 - g. Applicants should describe its approach to knowledge transfer so that it occurs in such a manner to enable its staff to confidently assume ownership and independently manage the operational business functions and timely delivery of grant services to MA Consumers without disruption.
- 2. Implementation Work Plan.** Applicants should describe its Implementation Work Plan (not simply a statement pledging to comply) as part of its application. The Implementation Work Plan must include but is not limited to the following elements:
- a. Staffing. The proposed schedule for recruitment and hiring of all staff for the EAP.
 - b. Training Schedule. The training schedule for all staff, including a timeline for completion of all staff training materials in accordance with **Part III, Section III-6.L**.
 - c. Enrollment Center Responsibilities. The tasks and timeframe to transition the Enrollment Center responsibilities from the incumbent.
 - d. Enrollment Responsibilities. The tasks and timeframes for the selected Applicant and the incumbent to work cooperatively to process enrollments, disenrollments, plan transfers and PCP selection requests with detailed steps to transfer the enrollment files from the incumbent to the selected Applicant.
 - e. Materials Development and Production. A timeline of the schedule and tasks, including anticipated dates for concept development, solicitation of input from MA Consumers and community comments if new materials are developed, first draft, final draft, printing, and mailing. The schedule must include time for Departmental review and approval.
 - f. Management Information System. The process and timeline that will be utilized so that the selected Applicant's MIS is fully operational and tested, including anticipated dates for purchase or lease, installation start and end, testing and operational readiness for the processing of any live enrollment files. The Applicant should provide a detailed timeline for testing the system with the Department.
 - g. Telephone Hardware Installation. The process and timeline that will be utilized so that the phone system is fully operational and tested, including anticipated dates for purchase or lease, installation start and end, testing and operational readiness by go-live date.
 - h. Enrollment Assistance Internet Website. The process and timeline so that the selected Applicant's website is fully operational and tested, including anticipated start and end dates for testing and operational readiness for on-line capabilities and functionality to complete PCP selection, plan enrollments, and plan transfers by go-live date.
 - i. Remote Phone Monitoring. Tasks and timeframes for installation and timeframes for training Department staff on the remote phone monitoring system.

- a. Have the capability to:
 - i.) Access the Department’s Client Information System (“eCIS”), the Department’s Medical Management Information System, HealthChoices Website, and CHIP website, once EAP is implemented for CHIP. The selected Applicant must be prepared to appropriately obtain and use CHIP enrollee data if added to eCIS after implementation of CHIP EAP.
 - ii.) Accept and process the Department's MA and CHIP eligibility files on a daily basis.
 - iii.) Use the Department's Dating Rules logic, which must be embedded into the selected Applicant’s system logic and consider Department processing dates to determine the effective dates for an MA Consumer's PH-MCO enrollment and PH-MCO change at the time of the request for enrollment or PH-MCO change. Additional information about the Department's Dating Rules logic is available on the Department's HealthChoices Managed Care Extranet website. Files for CHIP will follow the same format and layout as specified on the HealthChoices Managed Care Extranet website.
 - iv.) Produce enrollment/disenrollment files in the format and layout as determined by the Department.
 - v.) Support interactive functions and screens for selected Applicant staff to use to assist in providing choice counseling to MA and CHIP Consumers specific to the programs for which the MA or CHIP Consumers are eligible.
 - vi.) Be modified to comply with changes the Department makes to its system. Whenever possible, the Department will provide advance notice of at least 60 calendar days prior to the implementation of any Department MIS changes. For more complex changes, every effort will be made to provide earlier notice. In addition, if the selected Applicant makes changes to its system, the selected Applicant must provide advance notice of at least 60 calendar days and must test the new system changes with the Department prior to the implementation of any change.
 - vii.) Capture data sufficient for all reporting requirements, produce required reports, including returned mail reports and provide other management reports on an ad hoc basis.
 - b. The selected Applicant shall also:
 - i.) Provide the Department with the software and authorization necessary for inquiry access to all information systems used to support the EAP functions upon request.
 - ii.) Provide electronic copies and two hard copies of operations and training manuals to the Department.
 - iii.) Provide training to Department staff about the selected Applicant's EAP databases and software and reporting capabilities.
- 3. Data Files.** The following files provide data necessary for the selected Applicant to process MA and CHIP Consumer Enrollments, PCP selections and Plan transfers. The selected Applicant shall accept and process the data files listed below in the format and layout as specified on the HealthChoices Managed Care Extranet website. Files for CHIP will follow the same format and layout as specified on the HealthChoices Managed Care Extranet website. Applicant should describe its plan

for generating, utilizing, transmitting, receiving, and processing the following data files:

- a. Daily 834 Eligibility File.** The selected Applicant will receive a Daily 834 Eligibility File from the Department that includes records for all newly eligibles, reinstatements, and changes for existing MA and CHIP Consumers. The selected Applicant shall use the auto assignment indicator from the eligibility file to determine outreach, plan selections, and the mailing of appropriate notices and packets.
- b. Weekly Pending Enrollment File.** The selected Applicant shall generate a weekly pending enrollment file and send to the PH-MCOs and CHIP-MCOs. The selected Applicant must provide in this file information including, but not limited to, enrollments, PCP selections, special needs indicator, pregnancy indicator, interest in employment assistance and other insurance information that was collected and documented on the selected Applicant's MIS by the Enrollment Specialists.
- c. Weekly Enrollment/Disenrollment File.** Each week, the selected Applicant shall submit an enrollment/disenrollment file to the Department that contains records of MA Consumers' PH-MCO selections and transfers, alerts, and PCP selections as well as the CHIP Consumers' CHIP-MCO selections and transfers, and alerts. In addition, the file must contain the following information that is not shown on eCIS: newborns, pregnancies, deceased individuals, and returned mail. The selected Applicant shall submit the enrollment/disenrollment file on a weekly basis; however, the Department may require the selected Applicant to submit the file on a more frequent basis. The selected Applicant must submit the weekly enrollment/disenrollment file with accurate enrollment records/disenrollment records/alerts using valid reason codes.
- d. Weekly Enrollment/Disenrollment Reconciliation File.** The selected Applicant shall receive and process an enrollment/disenrollment reconciliation file provided by the Department containing the disposition of each record (accepted, rejected, other) based on pre-determined edits. PH-MCO and CHIP-MCO selections and transfers will be marked by an assignment indicator "B" on each record in the enrollment/disenrollment reconciliation file.
- e. Automated Provider Directory.** The PH-MCOs and CHIP-MCOs will provide the selected Applicant with an APD, at a minimum, on a weekly basis. The file will be a complete snapshot of the PH-MCO's or CHIP-MCO's current provider directory for each Zone in which it operates, including updated and new information. The selected Applicant shall use this directory and the APD file layout set forth on the Managed Care Extranet website to establish, and update weekly, one master electronic APD. Files for CHIP will follow the same format and layout as specified on the HealthChoices Managed Care Extranet website.

The selected Applicant must be able to capture the National Provider Index on its APD and to consolidate and format information in the files that are sent to it by the various PH-MCOs and CHIP-MCOs. In addition, the selected Applicant must accurately consolidate the lists of providers so information for each unique provider is inclusive of all provider data.

The selected Applicant shall update its master electronic APD file layout, as necessary, when the Department modifies the APD File Layout. The selected Applicant must upload the master APD into the MIS and publish it on the EAP website to allow search capabilities consistent with the manner in which Enrollment Specialists use this data to link MA Consumers. The selected Applicant shall provide an updated electronic master APD to the Department upon request.

Describe the Applicant's approach and methodology to coordinate with the PH-MCOs and CHIP- MCOs to collect and transmit the APD data between all parties. Describe how the Applicant shall utilize the information to fulfill enrollment activities. Describe what steps the Applicant shall take to verify the provider information received is complete and accurate, and that PCPs participating across multiple health plans are documented correctly in the APD. Describe how the Applicant shall develop and implement a user-friendly web-based provider directory on the EAP website.

- f. Response to the Automated Provider Directory.** After processing the APD, the selected Applicant must return a response file to the PH-MCOs and the CHIP-MCOs.
- g. Work Interest Survey File.** In order to provide individuals with employment assistance, the selected Applicant must ask MA Consumers who enroll in a new plan or request a plan transfer if they would like help finding or keeping a job. The selected Applicant must generate a file listing all MA Consumers who respond affirmatively to request employment assistance and transfer it to DHS on a weekly basis.
- 4. Data Warehouse.** The selected Applicant must have a data file storage area designated to house all required data files.
- 5. Testing Environment.** The selected Applicant must have a testing environment designated for the Department to use in the development and support of the EAP.
- 6. Use Effective Security Measures.** The selected Applicant shall have a system that has security measures in place to prevent the unauthorized use of, and access to, data. The selected Applicant must maintain the confidentiality of all information and only use information available to it to fulfill its obligations under the grant. Describe the Applicant's system and security measures to protect the confidentiality of all information, and to prevent the unauthorized use of or access to data. Include how the Applicant shall comply with all applicable confidentiality requirements, including the Health Insurance Portability and Accountability Act and requirements relating to safeguarding information relating to public assistance applicants and recipients.
- 7. Establish and Provide an MIS Disaster Recovery Plan.** The selected Applicant shall establish an MIS disaster recovery plan that includes arrangements for backup of all data and the ability to provide services within 24 hours of an interruption of services. Describe the Applicant's MIS Disaster Recovery Plan, including the Applicant's local disaster recovery plan.

- 8. Resolution of MIS Problems.** The selected Applicant must have a MIS that is operational when required and shall resolve systems problems when they occur. The selected Applicant shall have a designated contact person and a designated backup person who is on call to the Department, able to respond to the Department within one hour of a telephone call to the selected Applicant's contact, and has the authority to make necessary decisions to resolve problems. Describe the Applicant's process for resolving MIS problems.
- C. Enrollment Center Operations.** The selected Applicant shall establish and maintain an Enrollment Center to provide enrollment assistance services. Describe the Applicant's proposed operational strategy for its Enrollment Center in accordance with the requirements set forth below. Describe how and when needed resources will be available. The selected Applicant shall be responsible for providing Enrollment Center services for CHIP only upon the anticipated CHIP implementation date of April 1, 2023.
- 1.** The selected Applicant must establish and maintain an Enrollment Center located within a 15 mile radius of the City of Harrisburg, Pennsylvania. The selected Applicant shall provide access to an office for Department use with the following minimum equipment:
 - a.** One desk and one chair.
 - b.** One speaker phone.
 - c.** One personal computer with access to a printer, the Internet and applicable data and software, including sufficient hardware and software to monitor Enrollment Specialists.
 - 2.** The selected Applicant must utilize the current contact information:
 - a.** Toll-free number: 1-800-440-3989 for MA Consumers.
 - b.** Address: PO Box 61077, Harrisburg, PA 17106-9951.
 - c.** Necessary contact information for CHIP will be confirmed at a later date to be determined, in sufficient time to be used by the Applicant prior to the anticipated CHIP start date of April 1, 2023.
 - 3.** The selected Applicant must staff the Enrollment Center sufficiently to meet the requirements of the grant. The Enrollment Center staff shall:
 - a.** Provide assistance, education, and information to MA and CHIP Consumers to enable them to make an informed, unbiased decision on choosing a PCP and a PH-MCO or CHIP-MCO, and in completing plan transfers.
 - b.** Be familiar with the BH-MCOs and CHC-MCOs in order to provide MA Consumers with a telephone number for referrals for these services.
 - c.** Provide MA Consumers with information and education on the components of the HealthChoices Program. Refer to **Part III, Section III-6.G.7** for detail on scripts.
 - d.** Provide CHIP Consumers with information and education on the components of CHIP.
 - e.** Maintain an effective working relationship with MA and CHIP Consumers, stakeholders, and Department staff.
 - f.** Have the ability to exercise sound judgment in differing circumstances.
 - g.** Communicate clearly and act in a responsible and professional manner.

selected Applicant's telephone system must have the capability to record all incoming and outgoing calls, and the staff and automated message must state to callers that calls may be recorded.

- 11.** The selected Applicant must store all recorded incoming and outgoing calls for a minimum of 30 calendar days from the date of the call. The selected Applicant shall archive all calls for a minimum of five years from the date of the call. The selected Applicant must provide the Department with any recorded call that is requested by the Department within three business days of the request.
- 12.** The selected Applicant shall collect, document and store detailed information, including LEP, other communication needs and special needs information, for all inquiries and calls from MA and CHIP Consumers. Describe the system the Applicant shall use to store MA and CHIP Consumer information, including LEP, other communication needs and special needs status.
- 13.** The selected Applicant shall provide electronic call answering methods for the toll-free phone line for messages during hours when the Enrollment Center is not staffed. The selected Applicant's staff shall return all after-hours calls within the next Business Day in the MA or CHIP Consumer's choice of language or provide oral interpretation services.
- 14.** The selected Applicant must use electronic call answering methods that provide electronic messages in prevalent languages, as determined by the Department, and refer callers to the EAP website. The recording must be first in English, and must provide general information about Enrollment Specialists and the HealthChoices Program and CHIP, and give the caller the option to hear the message repeated in a prevalent language as defined by the Department.
- 15.** The selected Applicant must have the ability to complete warm transfers to the Department and its MCOs as set forth by the Department.
- 16.** During operational hours, the selected Applicant must meet or exceed the following standards for calls, which apply to monthly averages:
 - a.** Abandoned call rate must not be in excess of 5%.
 - b.** Less than 1% for blocked call rate (busy signal).
 - c.** 60 seconds or less for the average speed to answer a call.
 - d.** Two minutes or less for average hold time.
- 17.** The selected Applicant must assess the quality of the enrollments performed by Enrollment Specialists.
- 18.** The selected Applicant shall establish a local Enrollment Center disaster recovery plan. Describe the plan.
- 19.** The selected Applicant shall track individuals who have not made a PH-MCO or CHIP-MCO selection and contact them to provide the opportunity to voluntarily select a PH-MCO or CHIP-MCO based upon the Consumer's eligibility. The

Enrollment Center shall make at least three attempts to contact the MA or CHIP Consumer within ten business days of receiving an eligibility file.

- 20. MA or CHIP Consumer Input and Feedback about the EAP.** The selected Applicant shall solicit input and feedback from MA and CHIP Consumers about the EAP, and HealthChoices Program and CHIP as appropriate to their enrollment. As part of Enrollment Center activities, the selected Applicant shall solicit MA and CHIP Consumer participation in an individual survey approved by the Department. The selected Applicant shall report results from this survey to the Department on a quarterly basis. Provide a sample of a survey to obtain MA or CHIP Consumer input and feedback. Explain how the Applicant shall encourage and use comments from MA or CHIP Consumers to establish quality improvements to the EAP.
 - 21. Remote Phone Monitoring.** The selected Applicant shall set up remote phone monitoring capabilities for at least ten Department staff and provide training on the capabilities. The Department shall be able, using a personal computer, to monitor Enrollment Center calls in real time and to identify the number of Enrollment Specialists answering calls and the Enrollment Specialists' identifying information. The selected Applicant shall facilitate bi-annual (twice per year) calibration sessions with the Department.
- D. Telecommunications Capabilities.** The selected Applicant shall establish and maintain sufficient telecommunications capabilities in accordance with the following requirements:
- 1.** The selected Applicant's telecommunication capabilities shall include:
 - a.** All telephone services.
 - b.** Automated data files that link the incoming call to the consumer case associated with the phone number.
 - c.** An Interactive Voice Response (“IVR”) system. Provide a schematic of the proposed IVR system.
 - d.** An automatic call distribution (“ACD”) system. Provide a schematic of the proposed ACD.
 - e.** Text Telephone Typewriter, Pennsylvania Telecommunication Relay Service or both for communication with individuals who are deaf or hearing impaired.
 - 2.** The selected Applicant shall report immediately all interruptions in any telecommunication services to the Department, and provide a detailed summary of the event, including how it was resolved and how similar issues will be prevented in the future.
- E. Outreach and Coordination with Community Based Organizations and Agencies.** The selected Applicant shall analyze for each Zone the need to staff Field Outreach Specialists (field staff) to maximize enrollments and PCP selection rates. Describe the plan and rationale for field presence in each Zone. Include in this plan where the staff will be located and how staff shall provide the information that they receive during outreach meetings to the Applicant’s Program Manager. The selected Applicant shall not be responsible to provide outreach and coordination of this nature for CHIP until after the anticipated CHIP begin date of April 1, 2023.

- 1. Outreach and Coordination with the CAOs.** The selected Applicant shall establish and maintain working relationships with all CAOs and District Offices. As requested by the Department, the selected Applicant shall make presentations at CAOs and District Offices to address enrollment issues and provide education to Consumers and to address the training needs of the CAO staff for enrollment issues. In addition, the selected Applicant shall coordinate with the CAOs to integrate enrollment capability into the established set up at each of the 67 CAOs as well as each District Office of a CAO. A listing of CAOs and District Offices can be viewed at the following link on the Department's website: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>. Describe the Applicant's approach to developing and maintaining working relationships with the CAOs and District Offices in each Zone, including coordination of enrollment activities.

- 2. Community Based Outreach and Education.** The selected Applicant shall designate staff to serve as links between the selected Applicant and MA or CHIP Consumers, various community-based organizations and other groups when field staff conduct presentations at various locations, which may include, but are not limited to, the following:
 - a. Mental health and drug and alcohol agencies.
 - b. Agencies and sites for individuals with intellectual disabilities.
 - c. Hospitals.
 - d. Women's shelters.
 - e. Homeless shelters.
 - f. Women, Infant and Children centers.
 - g. Head Start centers.
 - h. Senior centers and Area Agency on Aging centers.
 - i. Social Security offices.
 - j. Churches.
 - k. Housing projects.
 - l. Other community-based organizations.
 - m. Local ethnic and second language community centers.
 - n. Personal care homes.
 - o. Drop-in centers.
 - p. Club houses.

When the selected Applicant anticipates large groups, it must have an appropriate number of field staff to complete enrollments. In order to target the MA or CHIP Consumer population, the selected Applicant, as part of its development of its field operations and outreach activities, must be aware of each Zone's MA or CHIP Consumer and advocacy community and their expectations for the EAP. The selected Applicant must be proactive and establish partnerships with the leaders of community-based organizations, advocacy, disability and service groups, schools, community centers, county human service agencies, and other interested groups for each Zone. These groups will offer the best means to effectively reach MA or CHIP Consumers. The selected Applicant shall conduct presentations where the community organization is the host to address the constituents of that community organization.

The selected Applicant shall work closely with community organizations to outreach to special needs populations. The selected Applicant must remain cognizant of the needs of the special needs population when developing outreach materials, presentations, and in the scheduling of outreach presentations. Applicants should describe any innovative ideas that it has used or has considered for outreach and coordination with community organizations and agencies that might be relevant to this program.

- 3. Administration of Field Presence.** The selected Applicant shall provide all supplies necessary for its staff to operate in the field, including, but not limited to, cellular telephones, laptop computers and computer software. The selected Applicant shall develop policies and procedures for field staff and operations. The selected Applicant must accommodate every MA or CHIP Consumer who requests a face-to-face enrollment interview. The selected Applicant must offer convenient times to the MA or CHIP Consumer who request face-to-face enrollment interviews.
- 4. MA and CHIP Consumer Education and Enrollment.** The selected Applicant shall provide Department-approved educational information to MA and CHIP Consumers through use of scripts, and other materials to enable Consumers to make informed decisions about the PCP and PH-MCO or CHIP-MCO that best meets their needs. Using the online APD, the field staff must be able to identify participating PCPs. Field Staff shall use the APD to access PH-MCO, CHIP-MCO and Provider information during the enrollment process, and to verify the PCP is participating in the PH-MCO or CHIP-MCO in which the MA or CHIP Consumer wishes to be enrolled. Upon a Consumer's request, the Enrollment Specialist shall provide a print-out of information about participating PCPs in the MA or CHIP Consumer's area, including locations and PH-MCOs or CHIP-MCOs with which the Providers are participating.

During the enrollment process, the selected Applicant's field staff shall identify and assist LEP MA and CHIP Consumers as well as other MA or CHIP consumers with special communication needs such as individuals who visually or hearing impaired. The selected Applicant shall provide, at no cost to MA and CHIP Consumers, oral interpretation services or other alternate forms of communication to meet the needs of all MA and CHIP Consumers upon their request.

At the time of enrollment, the selected Applicant shall notify the MA and CHIP Consumer of the system generated effective date of the PH-MCO or CHIP-MCO enrollment and the PCP selection. Describe the process for outreaching to MA and CHIP Consumers for plan and PCP selections in the HealthChoices and CHIP Zones.

- 5. Coordination with HealthChoices PH-MCOs and CHIP-MCOs.** The selected Applicant shall meet with the PH-MCOs and CHIP-MCOs to obtain information about the MCO and its provider networks, and to provide an overview of the EAP. The selected Applicant shall attend and participate in ad hoc meetings with PH-MCOs and CHIP-MCOs upon the Department's request. The selected Applicant shall coordinate all meetings with PH-MCOs and CHIP-MCOs through the Department. The selected Applicant shall keep the Department apprised of all issues and outcomes of the meetings.

To provide an effective means of interface between the selected Applicant and the PH-MCOs and CHIP-MCOs, the selected Applicant shall have written policies and procedures for coordination. These procedures must, at a minimum, must include the following:

- a. Process for handling MIS issues, to include updating systems procedures.
- b. Process for coordinating MA Consumer eligibility with the PH-MCOs.
- c. Process for coordinating CHIP Consumer eligibility with the CHIP-MCOs.
- d. Process for coordinating PCP selections.
- e. Process for how APDs are transmitted and accepted.
- f. Resolution of concerns as identified by HealthChoices Advisory Committees and CHIP Advisory Council, BH-MCOs' monitoring and quality assurance committees, and advisory groups.

6. Coordination of Special Needs Information Sharing. The selected Applicant shall work closely with the Department, the PH-MCOs, and the CHIP-MCOs to respond to and resolve in a timely manner, enrollment services barriers encountered by MA and CHIP Consumers with special needs. The selected Applicant shall elicit and document information regarding any special needs of an MA or CHIP Consumer. With the Consumer's permission, the selected Applicant shall provide this information to the PH-MCO or CHIP-MCO chosen by the Consumer. The sharing of this information is critical. The differences in the needs of each population must be clearly understood and reflected in all enrollment and outreach activities.

7. Communication and Coordination with the Department. The selected Applicant shall hold status meetings with Department staff at least bi-weekly or as directed by the Department, to discuss issues such as program policies, updates on ongoing projects, consideration of new projects, resolutions of challenges and the progress on work plans and action plans. The Department will develop the agenda and provide the agenda to the selected Applicant at least two business days prior to each meeting.

The selected Applicant shall provide the Department with email addresses, phone numbers and locations for grant management staff or other staff designated by the Department.

F. Enrollment Assistance Internet Website. The selected Applicant shall host, update, and maintain an EAP website that complies with all Department requirements for information systems and webpage development. The selected Applicant will not be responsible to provide CHIP-related website functions and information until after the anticipated CHIP enrollment assistance services begin date of April 1, 2023. The website must comply with the ITPs and DHS BTSs as set forth in **RFA Part I, Section I-29**. These requirements provide comprehensive web accessibility standards designed to help expose and repair barriers to accessibility and encourage compliance with existing accessibility guidelines. The selected Applicant shall make the MA and CHIP Consumer web pages and posted brochures available in English and Spanish, be easily understood and written at no higher than a sixth grade reading level, whenever possible.

1. The selected Applicant must host and maintain the current website at the following URL address: www.enrollnow.net.
2. Describe how the Applicant will host, maintain, and update the HealthChoices section of the website. At a minimum, this section must include:
 - a. A Provider directory that includes and identifies Providers participating in the HealthChoices Program and is updated at least weekly. The Provider directory must have search capability.
 - b. "What's New" items.
 - c. Frequently asked questions and answers.
 - d. Links to HealthChoices Advisory Committee meeting information including but not limited to, dates and times.
 - e. Information and graphics to encourage PH-MCO choice and enrollment and PCP selection.
 - f. List and map of counties of PH-MCOs participating in HealthChoices by Zone.
 - g. Comparison chart of participating PH-MCOs.
 - h. List and map of counties where each PH-MCO's network hospitals operate by Zone.
 - i. Link to the Department's website.
 - j. Links to participating HealthChoices PH-MCOs' websites.
 - k. Capability to provide travel directions from user input of address to any Provider listed in the Provider directory.
 - l. Capability for individuals to submit comments and questions. The selected Applicant shall respond to all questions and comments related to the EAP and refer other questions to the Department or other entities as appropriate within one business day of receipt.
 - m. The capability for MA consumers to securely select a PCP, enroll into a PH-MCO, as well as transfer from one PH-MCO to another.
 - n. Instructions in prevalent languages, as determined by the Department, about how to obtain the materials on the website in these languages.
 - o. The selected Applicant shall submit to the Department all materials that it proposes to post to the HealthChoices section of the website for prior review and approval. The selected Applicant shall review the website and provide recommended changes to the Department for prior approval on a quarterly basis. The selected Applicant shall also make changes to the HealthChoices section of the website due to information changes for HealthChoices, and PH-MCOs. The selected Applicant shall complete a Material Approval form for each change to the website and to material to be posted. The Department will maintain ownership of the website address and all components posted on the site.
3. Describe how the Applicant shall host, maintain, and update the CHIP section of the website. At a minimum, this section must include:
 - a. A Provider directory that includes and identifies Providers participating in the CHIP Program and is updated at least weekly. The Provider directory must have search capability.
 - b. "What's New" items.
 - c. Frequently asked questions and answers.

- d.** Links to the CHIP Advisory Committee meeting information including but not limited to, dates and times.
 - e.** Information and graphics to encourage CHIP-MCO choice and enrollment and PCP selection.
 - f.** List and map of counties of CHIP-MCOs participating in by CHIP Zone.
 - g.** Comparison chart of participating CHIP-MCOs.
 - h.** List and map of counties where each CHIP-MCO's network hospitals operate by Zone.
 - i.** Link to the Department's website.
 - j.** Links to participating CHIP-MCOs' websites.
 - k.** Capability to provide travel directions from user input of address to any Provider listed in the Provider directory.
 - l.** Capability for individuals to submit comments and questions. The selected Applicant shall respond to all questions and comments related to the EAP and shall refer other questions to the Department or other entities as appropriate within one business day of receipt.
 - m.** The capability for CHIP Consumers to securely select a PCP, enroll into a CHIP-MCO, as well as transfer from one CHIP-MCO to another.
 - n.** Instructions in prevalent languages, as determined by the Department, about how to obtain the materials on the website in these languages.
 - o.** The selected Applicant shall submit to the Department all materials that it proposes to post to the CHIP section of the website for prior review and approval. The selected Applicant shall review the CHIP section of the website and provide recommended changes to the Department for prior approval on a quarterly basis. The selected Applicant shall also make changes to the CHIP section of the website due to information changes for CHIP, and CHIP-MCOs. The selected Applicant shall complete a Material Approval form for each change to the website and to material to be posted. The Department will maintain ownership of this website address and all components posted on the site.
- 4.** Provide a mock layout for the EAP website, which should include:
- a.** The type of approved web accessibility software used;
 - b.** Any other information that will be available to MA or CHIP consumers on each section of the website in addition to the Department mandated information;
 - c.** Languages that will be supported on each section of the website;
 - d.** The sequence, availability, and types of hyperlinks to additional information and web pages;
 - e.** Frequency of regular updates to each section of the website;
 - f.** The search capabilities available;
 - g.** User-friendly provider directories;
 - h.** The interactive functionality that facilitates an MA or CHIP Consumer's ability to: securely submit PH-MCO or CHIP-MCO selections based on eligibility, as well as PCP changes; find information such as that found in a provider directory, and; find programs for which MA and CHIP Consumers may be eligible.

5. Describe any other proposed online services available to MA, CHIP Consumers, or both including a description of how Consumers will identify the PH-MCOs and CHIP-MCOs in which they may enroll for their county of residence.
6. Describe the Applicant's process for following up with MA and CHIP Consumers who submit incomplete enrollments or transfers via the applicable section of the website.

G. Materials Development, Production, Mailings. The selected Applicant shall produce, print, maintain and disseminate materials in a form and context required by the Department. The selected Applicant will not be responsible to perform this function for CHIP until after the anticipated CHIP begin date of April 1, 2023. Refer to **Appendix M, Sample Enrollment Assistance Script and Materials** for samples of current HC-PH EAP materials. Applicants should review the EAP materials and scripts that are currently in use and propose any revisions, innovations or other strategies that will enhance the current EAP operations.

1. At the Department's request, the selected Applicant shall maintain, develop, and produce specific materials for mailings to MA and CHIP Consumers. The Department is looking for creativity in keeping the information for MA and CHIP Consumers simple and comprehensive. The selected Applicant may suggest new and revised materials; however, it must complete a Material Approval form and receive advanced written Department approval for all material prior to its use.
2. The selected Applicant shall maintain current materials, and develop and modify written, audio, and visual materials to meet the objectives of the EAP. All Materials must be accurate and written in a manner that does not mislead, confuse, or defraud either MA or CHIP Consumers or the Department.
3. The selected Applicant shall, unless otherwise specified, design, develop, print, and distribute the materials specified in this Section G, including any revisions as described below:
 - a. Prepare and submit draft materials to the Department for advance written approval. The selected Applicant shall respond to the Department's comments within five business days from receipt.
 - b. Review and provide recommendations for updates to the Department and make approved updates to materials annually, or as directed by the Department.
 - c. Include appropriate instructions on all materials about how to access, or receive assistance with accessing, desired materials in an alternative format, including instructions for LEP MA and CHIP Consumers. For example, English materials must include appropriate language lines for prevalent languages, as determined by the Department.
 - d. Use qualified professionals to translate materials into prevalent languages, as determined by the Department.
 - e. Use materials are culturally sensitive, easily understood and written with a text no higher than a sixth grade reading level, whenever possible.

4. The selected Applicant shall supply reading level statistics with all materials and revisions submitted for Department approval and provide an explanation if the materials do not meet the sixth grade reading level requirements. The Department will either approve or disapprove the submitted materials within a reasonable time. Describe the educational materials the Applicant proposes to use to outreach to MA and CHIP Consumers and how the materials shall comply with all requirements in the proposed materials for this project. Include samples of educational materials the Applicant has used for similar projects, if available. All developed materials must meet the following requirements:
 - a. Comply with the Americans with Disabilities Act (42 U.S.C.§12101 et. seq.), which requires the availability of appropriate alternative methods of communication for MA and CHIP Consumers and their family members who are visually or hearing impaired.
 - b. Reproduce materials using offset lithography or an equivalent method. Photocopying is not acceptable unless prior approved by the Department. The reproduction must be clear and easily readable.
 - c. Use graphics or limited color or both when developing materials, as requested by the Department.
 - d. Provide materials that are free of errors and have the look of a finished document when submitted to the Department for approval.

5. **HealthChoices and CHIP Enrollment Materials.** Refer to **Appendix M, Sample Enrollment Assistance Script and Materials** for samples of enrollment materials. Describe materials the Applicant proposes to include in mailings and how the Applicant shall provide materials that are culturally sensitive, easy to understand, ADA and LEP compliant and written with a text no higher than a sixth grade reading level, whenever possible. Describe any recommended changes to materials included in the pre-enrollment and post-enrollment packets for each HealthChoices and CHIP Zone. Provide samples of materials similar to those specified for the pre-enrollment and post-enrollment packets that the Applicant has used for similar programs and recommends using for this program. Describe the challenges the Applicant anticipates in identifying current addresses for all MA and CHIP Consumers for whom the Applicant receives returned mail and strategies the Applicant will use to secure appropriate addresses for these Consumers.
 - a. **Pre-enrollment Packets.** The Enrollment Center shall mail pre-enrollment packets to new MA and CHIP eligibles within one business day of receiving the Daily 834 Eligibility File. The selected Applicant shall have one pre-enrollment packet for MA Consumers and a different pre-enrollment packet for CHIP Consumers. The pre-enrollment packets shall include at a minimum:
 - i.) A pre-enrollment brochure that includes at a minimum the following information:
 - An explanation of the HealthChoices Program or CHIP, the decisions the MA or CHIP Consumer needs to make, the timeframe for making the decisions, and the consequences of not making decisions.
 - An explanation of medical coverage through the Fee for Service (“FFS”) program from the date of eligibility until the start date of PH-MCO

membership (the FFS ‘window’). Please note that CHIP does not have FFS coverage.

- General information on the differences between the PH-MCOs by Zone in which the MA Consumer resides.
 - General information on the differences between the CHIP-MCOs by Zone in which the CHIP Consumer resides.
 - Factors a MA or CHIP Consumer should consider when making an enrollment decision.
 - An explanation of the role of a PH-MCO’s or CHIP-MCO’s Member services department.
 - Information on the BH component of the program and how to get more information on the services provided as well as the BH-MCOs available and how to access these services. CHIP-MCOs provide behavioral health services as part of CHIP.
 - The role of the PCP.
 - Special needs information, including how to access the Special Needs Units of the PH-MCOs.
 - Information on Early and Periodic Screening, Diagnosis, and Treatment (“EPSDT”) services for MA consumers.
 - Information on Bright Futures services for CHIP consumers.
 - Information on Medical Assistance Transportation Program (“MATP”) in the county where the MA Consumer resides.
 - Information on the use of the Department’s ACCESS/EBT card for MA Consumers.
 - How to resolve a problem with the PH-MCO or CHIP-MCO, including information on the MA or CHIP Consumer's right to file a Complaint, Grievance and request a DHS Fair Hearing (MA Consumers) or a Review (CHIP Consumers).
 - How to contact the EAP and the EAP website.
 - Information on how to view and obtain a list of Network acute care hospitals by Zone and MCO.
- ii.) A comparison chart that includes specific information on each PH-MCO participating in HealthChoices by Zone for MA consumers.
- iii.) A comparison chart that includes specific information on each CHIP-MCO participating in CHIP by Zone for CHIP consumers.
- iv.) A standardized enrollment form.
- v.) A HealthChoices MA Consumer Guide developed by the Department for MA consumers.
- vi.) Promotional information about HealthChoices and CHIP Advisory Committees meetings.
- vii.) Co-pay charts.
- viii.) A postage paid return envelope.

- b. Post-enrollment Packets.** The Enrollment Center shall mail post-enrollment packets to MA and CHIP Consumers who were processed successfully through the weekly batch enrollment within one business day of receiving an enrollment/disenrollment reconciliation file from the Department. The selected

Applicant shall have one post-enrollment packet for MA Consumers and a different post-enrollment packet for CHIP Consumers. The post-enrollment packets shall include at a minimum:

- i.) A post enrollment brochure that includes at a minimum, the following information.
 - Information on the selected PH-MCO or CHIP-MCO Member services department and its hotline numbers.
 - How to access the EAP telephone line and website.
 - How to obtain a PH-MCO or CHIP-MCO member handbook.
 - Information on emergency care.
 - The role of the PH-MCO or CHIP-MCO.
 - The role of the PCP.
 - Special needs information, including how to access the Special Needs Units of the PH-MCOs.
 - Information on MATP in the county where the MA Consumer resides.
 - Work Interest survey and referral information for MA Consumers.
 - Information on EPSDT services for MA consumers.
 - How to resolve a problem with the PH-MCO or CHIP-MCO, including information on the MA or CHIP Consumer's right to file a Complaint, Grievance and request a DHS Fair Hearing (MA Consumers) or a Review (CHIP Consumers).
 - Information on the BH component of the HealthChoices program and how to get more information on the services provided as well as the BH-MCOs available and how to access these services, including the BH-MCO's member services hotline numbers for MA consumers.
 - Information on the HealthChoices and CHIP Advisory Committees.
- ii.) A confirmation notice for each MA Consumer that will list the following information:
 - The name of the PH-MCO or CHIP-MCO in which they have enrolled.
 - The PH-MCO's or CHIP-MCO's Member services hotline number.
 - The PCP's name and telephone number if one was selected at the time of enrollment.
 - The effective date of enrollment.

6. **HealthChoices and CHIP Notices.** The Enrollment Center shall send the following mailings, as applicable. Notices for HC PH and CHIP must be separate.
 - a. A re-enrollment notice to a MA Consumer who loses eligibility and regains it within six months of ineligibility or a CHIP Consumers who loses eligibility and regains it after 90 days.
 - b. A reminder notice to a MA or CHIP Consumer who have not selected a PH-MCO or CHIP-MCO, and PCP within seven calendar days from the date that the selected Applicant sent the initial pre-enrollment package.
 - c. A notice to a MA or CHIP Consumer who has either an auto-assigned ("A") or member-assigned ("M") indicator with a future begin or effective date that cannot be negated.
 - d. A notice to a MA or CHIP Consumer whose enrollment could not be processed due to a system edit error that could not be corrected by the selected Applicant.

The Enrollment Center shall mail such notices within one business day of the receipt of the enrollment/disenrollment reconciliation file.

- 7. Scripts.** The selected Applicant shall maintain, develop, and revise appropriate scripts specific to the HC PH program and CHIP for use by Enrollment Specialists when communicating with MA or CHIP Consumers. Refer to **Appendix M, Sample Enrollment Assistance Script and Materials** for samples of current EAP scripts. Describe the proposed contents of the required interactive scripts, and provide examples of scripts the Applicant uses or has used, if available. Describe how the Applicant will validate that staff members are fully using scripts.

The selected Applicant shall identify and submit for prior Department approval, a list of elements to include in scripts, and must incorporate elements required by the Department. The selected Application must include in the scripts language to inform callers that their calls may be monitored. The selected Applicant shall also develop special scripts for emergency and unusual situations, as required by the Department.

Scripts must be clear and easily understood. The selected Applicant shall submit initial and modified scripts for written Department approval prior to their use. The selected Applicant shall review the scripts annually, or as directed by the Department, to determine any necessary revisions and submit to the Department any subsequent script modifications prior to their use. Whenever possible, the selected Applicant must use MA or CHIP Consumer input in the development and revisions of scripts.

- a.** The selected Applicant must develop and use the following types of scripts at a minimum:
 - i.)** Phone script
 - ii.)** Field script
 - iii.)** Community Presentations
- b.** The scripts must cover, at a minimum:
 - i.)** Explanation of the HC PH program or CHIP.
 - ii.)** Explanation of the HealthChoices BH Program if an MA consumer.
 - iii.)** Collection and confirmation of MA or CHIP Consumer's identifying information, including confidentiality statement.
 - iv.)** Work Interest survey and referral information for MA Consumers.
 - v.)** Explanation of the MA or CHIP Consumer's options based on where they reside.
 - vi.)** Importance of selection, and consequences of not selecting a PH-MCO or CHIP-MCO, and PCP.
 - vii.)** Factors to consider when choosing a PH-MCO or CHIP-MCO, and PCP.
 - viii.)** Explanation of the role of the PCP.
 - ix.)** For each Zone, general information about the differences between the PH-MCOs or CHIP-MCO (e.g., each MCO may have available different doctors and providers, additional services offered).
 - x.)** Instructions to guide the Enrollment Specialist to help the MA or CHIP Consumer determine which MCOs their current doctor(s) and other providers are affiliated with, including use of the APD.

- xi.) Language to elicit the MA or CHIP Consumer's PH-MCO or CHIP-MCO, and PCP choices.
- xii.) Information about self-referred services.
- xiii.) Explanation of special needs and language to elicit special needs information.
- xiv.) Explanation of the function of the HealthChoices PH-MCO's Special Needs Unit.
- xv.) Explanation of PH-MCOs' or CHIP-MCOs' Member Services department.
- xvi.) Language to obtain pregnancy information for each program.
- xvii.) Information about the EPSDT program for MA Consumers.
- xviii.) Explanation of how to access the BH-MCO's Member Services department based on the MA Consumer's county of residence.
- xix.) Information about MATP for MA Consumers.
- xx.) Information regarding Complaints, Grievances, and DHS Fair Hearings process (MA Consumers) or Review (CHIP Consumers).
- xxi.) Instructions on how to change PH-MCOs or CHIP-MCOs.

H. MA and CHIP Consumer Enrollments, PCP Selections and Plan Transfers. The selected Applicant shall process enrollments for the HC PH program and CHIP as outlined below. The selected Applicant shall not be responsible to process enrollments for CHIP until the anticipated CHIP begin date of April 1, 2023.

1. HealthChoices and CHIP eligibles will be given approximately two to four weeks from the time they are determined eligible for MA or CHIP to choose a PH-MCO or CHIP-MCO. In HealthChoices, each family member has the option to select a different PH-MCO and a different PCP.

For administrative convenience, the Department's on-line computer process will automatically enroll an individual into a PH-MCO or CHIP-MCO (as appropriate), with a future begin date, at the time the MA or CHIP Consumer is found eligible for MA or CHIP. This assignment is transparent to the MA or CHIP Consumer. An algorithm will be used to automatically assign a PH-MCO for the MA Consumer, or a CHIP-MCO to CHIP Consumer, when the CAO worker completes an on-line eligibility determination. If the MA or CHIP Consumer selects a PH-MCO or CHIP-MCO timely, this selection will override the automatic assignment. The Daily 834 eligibility File the Department provides to the selected Applicant will include the auto-assignment indicator for any individuals determined eligible for HC PH program or CHIP who have not yet made a PH-MCO or CHIP-MCO selection. The selected Applicant shall cross-reference its daily enrollments to this Daily 834 Eligibility File to eliminate sending enrollment packages to individuals who have already selected a PH-MCO or CHIP-MCO but whose selection has not been processed through the weekly enrollment/disenrollment file the selected Applicant submits to the Department. In addition, the selected Applicant will be given access to the Department's Managed Care Extranet site. This site will provide the selected Applicant with the Department's Dating Rules that specify the date that a newly eligible MA or CHIP Consumer is enrolled in the PH-MCO or CHIP-MCO based upon when the MA or CHIP Consumer contacts the selected Applicant, and the date that the weekly enrollment/disenrollment file is submitted to the Department. Describe how the

Department's online auto assign and batch plan transfer dating rules shall be incorporated into the enrollment/disenrollment and PCP selection and changes processes.

- 2. Assist MA and CHIP Consumers with Plan Transfers.** The selected Applicant's Enrollment Center shall assist MA and CHIP Consumers who wish to change their PH-MCO or CHIP-MCO. The selected Applicant's Enrollment Specialist shall discuss with the MA or CHIP Consumer the reason for transferring to another PH-MCO or CHIP-MCO. If the MA or CHIP Consumer still wishes to transfer, the Enrollment Specialist shall:
 - a.** Assist the MA or CHIP Consumer with transferring from one PH-MCO or CHIP-MCO to another PH-MCO or CHIP-MCO in the Zone in which the Consumer resides.
 - b.** Assist the MA or CHIP Consumer with selecting a PCP within the new PH-MCO or CHIP-MCO's Network
 - c.** Document the reasons for the MA or CHIP Consumer's PH-MCO or CHIP-MCO transfer with the applicable reason code on the weekly file.
 - d.** Inform the MA or CHIP Consumer of the effective date of enrollment in the new PH-MCO or CHIP-MCO, based on the Department's dating rules.

- 3. Automatic Reassignment Following Resumption of Eligibility.** The Department will automatically re-enroll MA Consumers who lose eligibility and regain it within six months or CHIP Consumers who lose and regain eligibility after 90 days into the MA or CHIP program in which they were previously enrolled and active, with their previous PH-MCO or CHIP-MCO, and with their previous PCP, as long as the Consumer's eligibility status and geographical residence is still valid for participation in that program and MCO. The selected Applicant shall not complete a Plan selection or PCP selection for those MA Consumers who lose and regain MA eligibility within six months or CHIP consumers who lose and regain eligibility after 90 days.

The selected Applicant Enrollment Center shall send a notice to MA Consumers who lose MA eligibility and regain it within six months and CHIP Consumers who lose eligibility and regain it after 90 days. The notice shall inform the Consumer that the Department has automatically reenrolled them with their previous PH-MCO or CHIP-MCO and must state that they have the opportunity to initiate a PH-MCO or CHIP-MCO change. When a HealthChoices MA or CHIP Consumer contacts the selected Applicant, the Enrollment Specialist shall inform the individual that he or she has been automatically re-enrolled in his or her previous PH-MCO or CHIP-MCO. If the MA or CHIP Consumer requests a PH-MCO or CHIP-MCO transfer or to select a PH-MCO or CHIP-MCO, or PCP, the Enrollment Specialist shall assist the MA or CHIP Consumer with the request.

- I. Enrollment of Special Populations.** The selected Applicant must designate Enrollment Center staff to assist in the enrollment of special needs populations. Describe how the Applicant shall enroll the special needs populations set forth below, including how the Applicant shall collect, identify, and transmit special needs population enrollment information to the PH-MCOs.

1. **Children in Substitute Care.** The selected Applicant shall coordinate and outreach to county Children and Youth Agencies for management of enrollments, plan transfers, and PCP changes for CSCs (see **Appendix I** for definition). The selected Applicant must employ proactive outreach and coordination so that no auto assignments of CSCs occur. Refer to **Appendix N, Procedures for Children in Substitute Care**, which outlines the full scope of responsibilities for this coordination effort and for a copy of the form that is used in the current enrollment operations for CSC. Describe the proposed process to outreach to the county Children and Youth Agencies to educate them on the available PH-MCO choices and the HC PH program that is available to their clients. Describe how the Applicant shall coordinate program enrollment for CSCs.
 2. **Other Special Circumstances.** The selected Applicant may be required to assist with enrollment of special needs MA Consumers such as for a closing of a State Mental Hospital. Should this occur, the selected Applicant shall develop a process to provide for a smooth transition of these MA Consumers.
- J. Advisory Committees and MA and CHIP Consumer Input and Feedback.** The selected Applicant shall involve and educate MA and CHIP Consumers and the community about the HC PH program and CHIP EAP services through facilitation of the HC PH Committees, and through periodic reports as required to the CHIP Advisory Council, which is maintained and facilitated by the Department. In addition, the selected Applicant must have a process to gather MA and CHIP Consumer input and feedback about the HC PH program and CHIP. Describe how the Applicant shall meet the requirements set forth below. The selected Applicant shall not be responsible to provide such services for CHIP until the anticipated CHIP begin date of April 1, 2023.
1. **Establish and Maintain HealthChoices Advisory Committees.** The selected Applicant shall establish and maintain a HealthChoices Advisory Committee for each Zone. When establishing HealthChoices Committees, the selected Applicant shall use, as much as possible, current HealthChoices Advisory Committee members. The Department must approve all membership changes.
 - a. Each Committee:
 - i.) Shall serve as an advisor to the applicable program.
 - ii.) Shall provide a formal structure for the exchange of ideas between the selected Applicant and the communities to which it provides services.
 - iii.) May consist of work groups to address specific concerns relative to the selected Applicant's work.
 - b. The selected Applicant shall review the list of active members with the Department annually, or as directed by the Department, and recruit new members as necessary. Committee members must be representative of the economic, ethnic, racial, social, special needs, cultural and community climates in the service area and shall consist of the following:
 - i.) For each Committee, at least 75% current HC PH MA Consumers, MA Consumer representatives or MA Consumer organization representatives from the Zone. The Department's preference is to have HC PH MA Consumers rather than MA Consumer representatives.

- ii.) At least one representative in each HC PH Zone who self-identifies as having special needs or circumstances.
- iii.) One representative from each PH-MCO in each HealthChoices Zone.
- iv.) One representative from each BH-MCO in the HealthChoices Zone.
- c. The Applicant shall present findings of the HealthChoices Committees twice a year at the corresponding HealthChoices Advisory Committee and the CHIP Advisory Council.

Because it is important to the Department to have Committees with active ongoing Consumer participation, the selected Applicant may use various Department-approved incentives for MA Consumer participation in Committee meetings. The selected Applicant shall reimburse Consumers for reasonable travel expenses from an MA Consumers' home within the Zone to and from the HealthChoices Advisory Committee meetings.

2. **Facilitate HealthChoices Advisory Committee Meetings.** The selected Applicant shall facilitate HealthChoices Advisory Committee meetings three times annually in each Zone on designated dates and times specified by the Department, unless otherwise approved by the Department. The selected Applicant shall publicly announce HealthChoices Advisory Committee meetings at least 30 calendar days before each meeting, open the meeting to public participation and conduct the meeting in a format that invites and encourages dialogue with the general public. The selected Applicant shall develop posters for use in the CAOs and District Offices and flyers for use in mailings announcing the HealthChoices Advisory Committee meetings. Applicants should identify tentative meeting site(s) within its application. Meeting sites shall be ADA compliant. Describe how the Applicant proposes to maintain stakeholder participation in the HealthChoices Advisory Committees and innovative strategies for motivating attendance.

The selected Applicant, with recommendations by the Department, shall develop meeting agendas appropriate to each Zone and each program. Describe how the Applicant shall interact and facilitate participation by the MCOs on the HealthChoices Advisory Committee meetings to present information on current MCO initiatives at these meetings.

The Department will pre-approve agenda topics, which may include:

- a. Zone highlights.
- b. New Department initiatives.
- c. Information on MCO initiatives and programs that would be beneficial to MA Consumers. The selected Applicant must coordinate with the PH-MCOs to have, to the extent possible, an MCO representative available to present these initiatives and programs at each of the Advisory Meetings. At a minimum, the selected Applicant shall coordinate with the PH-MCOs to provide for representation of the PH-MCO with whom MA Consumers are able to consult.
- d. Reports demonstrating results of enrollment activities.
- e. Department policies that may impact MA Consumers.
- f. Overview of HealthChoices materials and advertisements.
- g. Provider network issues.

- h.** Educational presentations on programs available to HealthChoices MA Consumers.

The selected Applicant shall distribute Department-approved agendas, approved minutes, meeting sites with directions and meeting times to Committee members at least five business days prior to the meeting. The selected Applicant shall announce during each meeting the date and place where the next meeting will occur. The selected Applicant shall prepare meeting minutes after each meeting and submit the minutes to the Department for approval within five business days following the date of the meeting.

The selected Applicant shall submit to the Department, at least three business days prior to a HealthChoices Committee meeting, any materials and follow-up plans from previous meetings that the selected Applicant will share with the HealthChoices Advisory Committee. To facilitate immediate Committee member feedback, the selected Applicant shall design and distribute an evaluation form to HealthChoices Advisory Committee meeting attendees to evaluate each meeting and offer comments and to make suggestions for future meetings.

The Department requires the involvement of the HealthChoices Advisory Committees in promoting an understanding of managed care for HC PH Consumers. The selected Applicant shall also consult with the Committee when designing and developing new materials for HC PH MA Consumers and outreach efforts. The selected Applicant shall share all drafts of new materials with the pertinent Advisory Committee prior to the Department giving final approval of the materials.

K. Complaint Process. The selected Applicant must relay any MA or CHIP Consumer complaints to the Department on its complaint report in accordance with the requirements set forth below. The selected Applicant shall not be required to provide this information for CHIP until after the anticipated CHIP begin date of April 1, 2023.

- 1.** The selected Applicant shall document and track MA and CHIP Consumer Complaints about HealthChoices Program or CHIP, and complaints specific to the selected Applicant. The selected Applicant shall submit complaint information to the Department in a weekly report.
- 2.** If an MA or CHIP Consumer's complaint is an EAP-related issue, the Enrollment Center shall ask the Consumer if he or she is satisfied with the information given. If the Consumer is not satisfied, the Enrollment Center shall first try to resolve the Consumer's concerns. If unable to resolve the concerns, the Enrollment Center shall refer the Consumer to a manager or lead staff for follow-up and resolution. The selected Applicant shall make every effort to address the MA or CHIP Consumer's concerns within the same business day.
- 3.** The selected Applicant shall develop, implement, and maintain a complaint tracking system to record all complaints, including those not specific to EAP (e.g., MA Program Complaints, CHIP Program Complaints, specific MCO Complaints). The tracking system shall include:

- a. A description of the MA or CHIP Consumer's Complaint.
- b. Documentation of any referrals to managers and the outcome of the resolution process for EAP-related complaints.
- c. Documentation of where the staff transferred the Consumer for non-EAP-related complaints.

L. Training. The selected Applicant shall not be required to provide training for CHIP until after the anticipated CHIP begin date of April 1, 2023.

1. The selected Applicant must provide training to all Enrollment Specialists, including field staff, that includes, at a minimum, the following:
 - a. Cultural Competency so that staff has an awareness of the needs and diversity of the MA and CHIP populations (see **Appendix I** for definition of Cultural Competency).
 - b. Communicating effectively and conveying information in a manner that is easily understood by diverse audiences, including persons with LEP, those who have low or no literacy skills and individuals with disabilities.
 - c. Explaining the principles of managed care.
 - d. Educating MA Consumers on the HC PH program including Special Needs Unit functions and responsibilities.
 - e. Knowledge of the differences in PH-MCO options available to MA Consumers, and CHIP-MCO options available to the CHIP Consumers.
 - f. Educating and assisting the MA and CHIP Consumers in selecting a PCP and the PH-MCO or CHIP-MCO that best meets their needs.
 - g. Referring special populations and MA Consumers with ongoing treatment plans to the Special Needs Units of a PH-MCO.
 - h. Explaining behavioral health services and how to access care through the BH-MCOs to MA Consumers and the need to refer any emergency behavioral health situations of an MA Consumer to the appropriate BH-MCO. CHIP-MCOs provide behavioral health services to Enrollees as part of CHIP benefits.
 - i. Arranging three-way calls to perform warm transfers.
 - j. Explaining factors that affect choice of a PH-MCO or CHIP-MCO, and PCP (e.g., dental PCP, hospital, eye doctors) utilizing the Department-approved comparison chart(s).
 - k. Using computer software (including GeoAccess or other comparable software).
 - l. Navigating eCIS screens effectively.
 - m. Verifying MA or CHIP Consumers' eligibility through eCIS.
 - n. Informing MA Consumers of the availability of the MATP services.
 - o. Using on-line APDs.
 - p. Data entry of on-line enrollment information accurately and completely.
 - q. Eliciting and recording special needs information from MA Consumers.
 - r. Providing and eliciting workforce interest survey information.
 - s. Handling requests for plan transfers.

2. The selected Applicant shall develop and maintain Department-approved procedures and training manuals. The selected Applicant shall review these manuals at least annually for accuracy and shall update as needed. The selected Applicant shall forward all updates for Department review and approval before dissemination. The selected

Applicant shall provide the Department with both a hardcopy and an electronic copy of the manuals. The selected Applicant shall use the approved manual for initial and ongoing training of the selected Applicant's staff. Provide sample training materials the Applicant proposes to use for the EAP.

3. The selected Applicant must allow Department staff to monitor all Applicant staff training sessions as may be requested by the Department.
4. **CAO Training.** Describe the process to educate the CAOs and District Offices on the protocols for enrollment of special needs populations that are served by the EAP.
5. **Training by the Department.** The Department will provide initial training sessions, which will be recorded by the selected Applicant for future use. The selected Applicant shall use these initial training in designing and delivering future and ongoing trainings for new and existing staff. The selected Applicant shall require that appropriate staff attends these sessions. The selected Applicant must require Enrollment Specialists, Field Staff, and Special Needs/Enrollment Coordinators to attend these sessions. Management staff is encouraged to attend these sessions. The selected Applicant's Enrollment Specialists, Field Staff, and Special Needs/Enrollment Coordinators must be trained prior to assuming their duties.

The Department's training will include, but not be limited to:

- a. Automated enrollment and plan transfer process.
- b. PH-MCOs' benefit packages.
- c. BH-MCOs' benefit packages.
- d. CHIP benefit package.
- e. Complaint and Grievance procedures.
- f. Rules, regulations, and governing policies of PH-MCOs, BH-MCOs, and CHIP-MCOs.
- g. Auto-assignment process.
- h. Special needs training.
- i. Information about third party liability resources.
- j. Medicare healthcare and CHC referral for persons who are dually eligible.
- k. Overview of the MA Program and CHIP.
- l. Overview of the Department.
- m. CSC.
- n. EPSDT.
- o. MATP.
- p. Workforce Interest Survey.

M. Monitoring.

1. The selected Applicant shall cooperate with the Department's monitoring of the selected Applicant's performance.
2. The Department will use various methods to monitor, including unannounced visits.

3. The Department will monitor performance on an ongoing basis through various methods including, but not limited to:
 - a. Review and approval of all deliverables;
 - b. Review of activities to ensure application of the protocols;
 - c. Review of all reports required by the Agreement;
 - d. Review of the selected Applicant's compliance with HealthChoices waiver and Grant commitments;
 - e. Review of the selected Applicant's compliance with CHIP state and federal requirements, as applicable;
 - f. Evaluations by authorized state, federal, and private agencies, and follow-up to ensure corrective action;
 - g. Follow-up on MA and CHIP Consumer complaints.
 4. The Department will evaluate monitoring results to determine if the selected Applicant consistently and uniformly meets the requirements of the grant.
 5. The selected Applicant must provide for monitoring capabilities in the Department's Bureau of Managed Care Program Office location. The Department must be able to monitor the Enrollment Center calls using ACD software capabilities. In addition to being able to monitor calls in real time, using a computer monitor, the Department must be able to track Enrollment Specialists logged onto the Enrollment assistance telephone line, the number of calls in queue, how long calls have been waiting, abandonment times, and other real-time information. The Department must be able to track all this information using PCs and have ACD report printing capabilities.
 6. The selected Applicant shall monitor staff members' and subcontractors' levels of performance on an ongoing basis and report results to the Department at least quarterly.
- N. Grant Turnover.** Turnover is defined as those activities that the selected Applicant must perform to transition grant service delivery to a successor Grantee or to Commonwealth resources. During the turnover period, the selected Applicant shall work cooperatively with any successor and the Department.
1. **Turnover Requirements.** The selected Applicant must plan and manage the turnover in an orderly fashion without any disruption of services. The selected Applicant must:
 - a. Provide a Turnover Plan six months prior to the end of the grant term or within 30 calendar days after notification of termination.
 - b. Implement the approved Turnover Plan three months prior to the end of the grant term or the date specified by the Department after notification of termination.
 - c. Maintain service delivery staffing levels during the turnover period with no reduction in staffing.
 - d. Not restrict or prevent the selected Applicant's staff from accepting employment or positions with the Department or with any successor. The Department will work with the selected Applicant on the timing of any transition of its staff.
 - e. Provide to the Department or any successor, within 15 business days of the request, all updated scripts and other documentation and records required by the Department.

- f. Respond in a reasonable time to all Department requests regarding turnover information.
 - g. Work closely with the Department so the turnover of responsibilities and the necessary knowledge transfer are completed by the end of the grant term.
 - h. Execute the approved Turnover Plan in cooperation with the successor's Implementation Plan, if any.
2. **Turnover Plan.** The selected Applicant must develop and obtain the Department's approval of a turnover plan. The turnover plan must include, at a minimum:
- a. A description of staffing resources including skill sets and experience required to support a successful turnover. Identify a manager to manage and coordinate all turnover activities outlined in the Turnover Plan.
 - b. A turnover organizational chart.
 - c. An outline of key points and considerations, turnover success criteria, and the major tasks and subtasks the selected Applicant will result in a successful turnover with minimal impact to operations.
 - d. A plan and implementation schedule for sharing and transitioning responsibilities and operational support information to the Department or a successor. Prior to the end of the turnover period, the responsibility for the Enrollment Center will be shared by the selected Applicant staff and the successor staff during regular hours. The selected Applicant shall, in good faith, negotiate with a successor to coordinate the responsibilities or provide space at the selected Applicant's business address, including access to necessary equipment, records, and information.
 - e. An explanation of how the selected Applicant will manage the turnover plan, accurately assess progress, and mitigate variances for a successful turnover.
 - f. Description of how the selected Applicant will transfer all relevant data, materials, documentation, or other pertinent information to the Department or its designee in accordance with Section 3 below.
 - g. Provide for the transfer of correspondence, documentation of outstanding issues, and other service delivery support documentation.
 - h. Provide for the transfer of the EAP Toll-Free Telephone Number; URLs; PO Box.
3. **Turnover Receivables.** The selected Applicant must separately turnover all receivables for CHIP and HC PH, including instructions on total EAP processes, and all finished and unfinished documents, data, software, studies, reports, or other materials prepared under the grant. The selected Applicant shall separately package and label turnover receivables by program (CHIP or HC PH), content and shall divide into history, which includes materials more than six months old or less, and work in process. The selected Applicant shall send receivables to the Department or a designated third party as specified by the Department in writing after the turnover period begins. The turnover receivables include, but are not limited to:
- a. Communication/Outreach Material:
 - i.) Outline of accomplishments in the communication area.

- ii.) Comprehensive files of enrollment efforts including news releases, packets, MA and CHIP Consumer brochures in English and other languages, timetables, mailings, mailing lists, original artwork, and keys.
 - iii.) Comprehensive files of all recruitment and official communications sent to groups and mailings.
 - iv.) Literature developed over the course of the Grant and work in progress showing timetables and mailings for both. This includes but is not limited to:
 - Previously issued and in progress newsletter, artworks, and keys.
 - MA and CHIP Consumer brochures.
 - Enrollment packets
 - v.) Outstanding projects and logistical information.
- b. Administration Material:**
- i.) Files of inquiries, complaints, and resolutions.
 - ii.) List of all contractors, subcontractors or vendors utilized in EAP by name, address, telephone number, and description as to how utilized.
 - iii.) All stored literature including background information.
 - iv.) Copies of completed financial audits.
- c. The selected Applicant shall train Department staff and other designated third parties on current processes, program status, and problem areas. This includes, but is not limited to:**
- i.) Enrollment/Disenrollment/Plan Transfer policies and procedures.
 - ii.) Telephone systems use and how it works and pros and cons of the particular system.
 - iii.) Information systems including:
 - Databases and how they relate.
 - How reports are generated.
 - Creation of data.
 - Transfer of all data files used in the EAP, in a readable format.
- 4. Turnover Results Reports.** Following turnover of service delivery, the selected Applicant must provide the Department with a *Turnover Results Report* documenting the completion and outcomes of each step of the approved Turnover Plan. Turnover will not be considered complete and final payment will not be made until the *Turnover Results Report* is received and approved by the Department.
- 5.** The selected Applicant shall be financially responsible for maintaining operations and systems during Turnover. The selected Applicant shall pay all costs relating to the transfer of materials and responsibilities. The Department or successor grantee will be financially responsible for the cost of modifying any existing operations or systems. Disputes between the selected Applicant and the successor grantee regarding service authorizations will be resolved by the Department

Applicant Response

III-7. Requirements

- A. Disaster Recovery.** The selected Applicant must develop and document a Disaster Recovery (“DR”) plan for electronic records and files maintained by a selected Applicant. The selected Applicant must utilize reasonable data backup and DR procedures to prevent loss of information and an interruption in the use of its proposed systems.
1. The Applicant must describe its data backup and DR plans for restoring and maintaining operations during natural or human-induced disasters, or any other occurrence that damages systems or data.
 2. The Applicant must provide detailed information regarding its backup and DR systems, architecture and frameworks, capabilities, governance, and procedures.
 3. The Applicant must describe how its backup and DR plans enable the continuation of critical processes, including the protection and security of the data and system restoration and availability.
 4. The selected Applicant must provide an annual update of the data backup and DR plan and the DR plan testing process and testing frequency on the yearly anniversary of the Effective Date of the Agreement.

Applicant Response

B. Emergency Preparedness.

To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential agreements that provide critical business services to program beneficiaries have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or, at a minimum, summarize how your plan addresses the following aspects of preparedness:
 - a. Employee training (describe your organization’s training plan, and how frequently your plan will be shared with employees).
 - b. Identified essential business functions and key employees necessary to carry them out.
 - c. Contingency plans for:
 - i.) How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.

ii.) How employees in your organization will carry out the essential functions if measures prevent from coming to the primary workplace.

d. How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

e. How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

Applicant Response

C. Customer Service Transformation. The Commonwealth is committed to improving digital interactions with citizens as well as individuals and entities that conduct business with or on behalf of the Commonwealth (each a “Business Partner”). Customer Service Transformation (“CST”) was launched to help modernize digital technology and improve the delivery of government services across the Commonwealth.

More information regarding CST is available at the following location: [Executive Order 2019-04 - Establishing a “Citizen-First” Government and Promoting Customer Service Transformation.](#)

CST impacts how services are delivered online, over the phone and in-person, and is based on the following six design principles:

1. Create a single online destination for services;
2. Enable secure access to services through a single login;
3. Deliver consistent and user-friendly online experience across all digital services;
4. Consolidate and streamline the Commonwealth’s digital footprint;
5. Offer a single telephone number to direct citizens to Commonwealth services; and
6. Drive continuous improvement through customer feedback.

Applicants shall acknowledge and conform to the CST principles when proposing solutions within their application and during product demonstrations. The selected Applicant shall align its performance and deliverables with these principles under any agreement that may be awarded.

Design Principles and Requirements:

1. Create a single online destination for services.

A single online destination for services will enable citizens, individuals, and Business Partners to locate services and conduct business with the Commonwealth, even if they do not know which agency to contact. Citizens,

individuals and Business Partners will continue to be able to navigate directly to services on agency websites, if they wish.

Each Applicant's application must include a description of how the Applicant plans to integrate a single online destination, starting with PA.GOV. The selected Applicant shall be able to receive and validate the credentials of a citizen, individual or Business Partner that were previously authenticated from an active session.

This process is further described in design principle 2.

2. Enable secure access to services through a single login.

Keystone Login is the Commonwealth's single login solution. Keystone Login provides a consistent and secure approach to account administration by offering citizens, individuals and, in the future, Business Partners a single online point of access to services offered by multiple Commonwealth agencies or other Business Partners. It is critical that by using Keystone Login any citizen or Business Partner can work with any Commonwealth agency or other Business Partner through the Commonwealth's public facing applications using a single login credential.

The consistent and modern authentication standards available through Keystone Login will increase convenience for citizens, individuals and Business Partners by simplifying account management and eliminating the need to remember multiple usernames and passwords, while also strengthening the Commonwealth's security posture.

In addition, Keystone Login provides the capability for a citizen or Business Partner to create a single profile managed by Keystone Login.

The selected Applicant shall register with and utilize Keystone Login. Applications that utilize Keystone Login can leverage authentication methods through one of the following: (1) a series of Application Programming Interfaces ("APIs"); (2) a redirect to the Keystone Login Portal; or (3) a hybrid of both approaches.

A detailed Developer Integration Guide will be provided to the selected Applicant, however, to assist Applicants in preparing their applications, a summary version of the Developer Integration Guide and the Keystone Login Branding Guidelines are available at the following location:
<http://keystonelogindevelopers.pa.gov>.

Applicants should review the summary version of the Developer Integration Guide and the Keystone Login Branding Guidelines prior to responding to the solicitation to gain an understanding of the mandatory APIs and services to be made available to citizens and Business Partners.

Applicants should include in their applications an acknowledgement that they will utilize the Keystone Login for citizens. If an Applicant requires any additional information to verify the identification of citizens through the authentication process provided by Keystone Login, the Applicant must identify the additional required information in its Technical Submittal.

Additionally, the Applicant must commit to utilizing the Keystone Login for Business Partners when required by the Commonwealth. The timeframe for implementation of the Keystone Login to Business Partners will be mutually agreed upon by the selected Applicant and the Commonwealth and will be documented through the contract change order process.

- a. If the selected Applicant is responsible for helpdesk calls from application users, the Applicant shall comply with and acknowledge the following within its application:

The selected Applicant will provide first contact (Tier 1) Helpdesk support for Keystone Login. Keystone Login provides an internal administration dashboard designed to provide Helpdesk information to aid a caller with several Tier 1 level tasks. This is a secure internal administrative site; hence, the selected Applicant will need a COPA account, along with VPN to access this site and be provided access by the Commonwealth.

The dashboard provides the following information:

Exception Logs: A log of all errors that occur in the Keystone Login site, calls to Keystone Login APIs, and the Administration site. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, Message, Method, File Path, Line Number and Stack Trace).

User Logs: A log of all user activity. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, User Event Type and Message).

Search: Used for searching users in Commonwealth domains. Search also provides the ability to edit Keystone Login accounts, and change or reset passwords. User search: Username, Email Address, First Name, Last Name, Phone or Domain. Returns: Name, Username, Domain with buttons to see Details, User Logs, Exception Logs, Reset Password, Change Password, Edit, or Social Logins.

3. Deliver a consistent and user-friendly online experience across all digital services:

A common look and feel increases trust by enabling citizens, individuals and Business Partners to easily recognize official services provided by the Commonwealth. This also includes ensuring that online services and information are accessible to all citizens, individuals and Business Partners, regardless of ability.

Applicants should acknowledge and the selected Applicant shall comply with the Commonwealth's web site and mobile application design standards. Refer to the Commonwealth's ITPs including, ITPs SFT002 - *Commonwealth of PA Design Standards*, NET005 - *Commonwealth External and Internal Domain Name Services ("DNS")*, and SFT 009 - *Application Development*.

Applicants should acknowledge and, if requested, demonstrate compliance during product demonstrations, solutions and deliverable compliance with relevant federal and state laws, regulations, and rules, including but not limited to:

- Title III of the Americans with Disabilities Act ("ADA") which prohibits discrimination on the basis of disability;
- Section 508 Amendment to the Rehabilitation Act of 1973, which requires all Federal agencies' electronic and information technology to be accessible to those with disabilities; and
- Section 504 of the Rehabilitation Act, which prohibits discrimination on the basis of disability for entities receiving federal funds.

In addition, Applicants must acknowledge compliance within their application and product demonstration compliance with the revised 508 Standards and the current version of the Web Content Accessibility Guidelines ("WCAG"), which are industry standards. The selected Applicant must provide quarterly reports that demonstrate compliance with WCAG. Refer to ITP ACC001 - *Information Technology Accessibility Policy* for additional information.

4. Consolidate and streamline the Commonwealth's digital footprint.

The Commonwealth is streamlining its online presence and making information easier to find by eliminating or consolidating small, outdated, or low traffic Commonwealth websites. By using PA.GOV, citizens, individuals and Business Partners will know that they are utilizing official services from the Commonwealth

The selected Applicant must use the PA.GOV domain for proposed websites. Applicants should acknowledge their understanding of and compliance with this requirement in their applications.

5. Offer a single phone number to direct citizens or Business Partners to Commonwealth services.

The Commonwealth intends to make it easier for citizens, individuals and Business Partners to find the services they are seeking by calling a single Commonwealth telephone number. Citizens, individuals and Business Partners may still contact agencies directly through existing call centers and phone numbers, if they wish.

The selected Applicant shall collaborate and integrate with the single telephone number strategy, where appropriate. Applicants should describe their approach to leverage the single telephone number strategy.

6. Drive continuous improvement through customer feedback:

In support of this goal, the Commonwealth collects feedback from citizens, individuals and Business Partners regarding customer experience. Known as Your Voice, Your PA, the survey offers customers a fast and simple option for providing feedback on their experience using state services. Your Voice, Your PA collects responses from customers of multiple Commonwealth programs to help deliver a better customer experience by identifying opportunity areas for Commonwealth services.

The selected Applicant shall integrate with Your Voice, Your PA survey service or have the ability to collect customer experience data from citizens, individuals and Business Partners via the Applicants solution. The Applicant should describe its solution in its application. This solution, at a minimum, shall have the capability to: collect closed-ended survey data and open-ended feedback at one or more touchpoints with the Commonwealth; generate reports summarizing and visualizing the data to provide Commonwealth staff with actionable insights; and export the data in a machine-readable format (e.g. .csv). Additional customer experience management capabilities that support gaining actionable insights from citizen, individual, and Business Partner feedback may be considered preferentially in the procurement process. This data shall be owned by the Commonwealth and cannot be used by the selected Applicant without written consent of the Commonwealth.

Applicant Response

D. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit applications in response to this RFA must sign the **Lobbying Certification Form**,

attached as **Appendix G**, and if applicable, complete the **Disclosure of Lobbying Activities** Form, also attached as **Appendix G**.

Applicant Response

- E. Pursuant to Executive Order 2021-06, Worker Protection and Investment (October 21, 2021), the Commonwealth is responsible for ensuring that every Pennsylvania worker has a safe and healthy work environment and the protections afforded them through labor laws. To that end, contractors and grantees of the Commonwealth must certify that they are in compliance with all applicable Pennsylvania state labor and workforce safety laws. Such certification shall be made through submission of **Appendix R, Worker Protection and Investment Certification Form** as part of the technical submittal of an application.

Applicant Response

III-8. Reports and Project Control.

- A. **General Program Reporting Requirements.** The selected Applicant shall submit reports electronically on a weekly, monthly, quarterly, and ad hoc basis in formats agreed to or accepted by the Department. The selected Applicant shall also submit a final report at the end of the grant. The Department may require the selected Applicant to submit reports on a more frequent basis or as needed to address or clarify any standards not met or to provide data as needed by the Department.
- B. **Pennsylvania Specific Financial Reporting Requirements.** The selected Applicant shall submit quarterly financial reports and financial statements that are specific to the Pennsylvania EAP in an electronic format approved by the Department, to be received by the Department no later than 30 calendar days after the end of the quarter. Quarterly financial statements shall include Contractor Balance Sheet, Statement of Income and Expenses, and Cash Flow Statement. Upon request, the selected Applicant shall provide supporting documentation, related to information included in these reports.

Describe the Pennsylvania specific financial reports the selected Applicant shall develop to assist in managing the enrollment process. Please include a description of policies and procedures used that provide reliance on the PA specific statements, i.e. certified by CFO, audits, peer reviews or internal controls. Provide sample financial reports or report templates the Applicant recommends.

- C. **HealthChoices Enrollment Summary Report.** The selected Applicant shall submit a monthly enrollment report containing HealthChoices data sorted by Zone, county, PH-MCO, gender, age, and method of enrollment, to be received by the Department no later than 15 calendar days after the end of the month.
- D. **CHIP Enrollment Summary Report.** The selected Applicant shall submit a monthly enrollment report containing CHIP data sorted by Zone, county, premium-tier, CHIP-MCO, gender, age, and method of enrollment, to be received by the Department no later than 15 calendar days after the end of the month.

- E. HealthChoices PCP Selection Summary Report.** The selected Applicant shall submit a monthly PCP selection report containing HC PH data regarding PCP selection sorted by Zone, county, PH-MCO, gender, age and method of enrollment, to be received by the Department no later than 15 calendar days after the end of the month.
- F. CHIP PCP Selection Summary Report.** The selected Applicant shall submit a monthly PCP selection report containing CHIP data regarding PCP selection sorted by Zone, county, CHIP-MCO, gender, age, and method of enrollment, to be received by the Department no later than 15 calendar days after the end of the month.
- G. HealthChoices Plan and Program Transfers.** The selected Applicant shall submit a monthly plan and program transfer report containing data regarding transfers of HealthChoices plans, to be received by the Department no later than 15 calendar days after the end of the month.
- H. CHIP Plan and Program Transfers.** The selected Applicant shall submit a monthly plan and program transfer report containing data regarding transfers of CHIP plans, to be received by the Department no later than 15 calendar days after the end of the month.
- I. Transfers by Reason.** The selected Applicant shall submit a monthly reason code report containing data regarding plan transfer reasons separately for HC PH and CHIP, to be received by the Department no later than 15 calendar days after the end of the month.
- J. Contact Reason Report.** The selected Applicant shall submit a monthly reason code report containing data regarding the most frequent reasons for consumer contact, sorted by MA and CHIP programs, to be received by the Department no later than 15 calendar days after the end of the month.
- K. CSC Performance Report.** The selected Applicant shall submit a monthly enrollment report containing data regarding the total number of CSC for whom enrollment was requested by category code, county, gender, and age, to be received by the Department no later than 15 calendar days after the end of the month.
- L. Call Statistics Report.** The selected Applicant shall submit a monthly report with weekly statistics containing data collected by ACD and IVR including calls received, answered, abandoned, outbound, blocked, and transferred to the language line, as well average talk time, hold time, speed of answer, and voicemail messages, to be received by the Department no later than 15 calendar days after the end of the month. This report will be used to measure the call centers performance indicators specified in **Part III, Section III-9, Performance Standards**.
- M. Staffing Report.** The selected Applicant shall provide any changes to staffing or contact information as they occur and as requested by the Department.
- N. Outreach Report.** The selected Applicant shall submit a monthly report containing data regarding public presentations and types of activities, to be received by the Department

no later than 15 calendar days after the end of the month. The selected Applicant shall separately report HealthChoices and CHIP information.

- O. Quality Assurance Report.** The selected Applicant shall submit a monthly report containing data regarding monitoring and training, to be received by the Department no later than 15 calendar days after the end of the month. The selected Applicant shall separately report HealthChoices and CHIP information.
- P. Key Performance Standards Report.** The selected Applicant shall submit a monthly performance report containing data regarding the Project's key performance indicators for voluntary choice rate and voluntary PCP selection rate, to be received by the Department no later than 15 calendar days after the end of the month. The selected Applicant shall separately report HealthChoices and CHIP information.
- Q. Monthly Dashboard.** The selected Applicant shall submit a monthly dashboard report containing monthly and annual data of call statistics, performance indicators, enrollment and transfer transactions by method and MCO, to be received by the Department no later than 15 calendar days after the end of the month. The selected Applicant shall separately report HealthChoices and CHIP information.
- R. Complaint Report.** The selected Applicant shall submit a weekly complaint report containing data regarding complaints submitted by consumers, to be received by the Department by Wednesday of the following week. The selected Applicant shall separately report HealthChoices and CHIP information.
- S. Fraud and Abuse Report.** As needed, the selected Applicant shall submit a statistical and narrative report to the Department that relate to its fraud and abuse detection and sanctioning activities, as well as an annual update in the aggregate to be received by the Department within 15 calendar days of the end of the quarter.
- T. Language Line Report.** The selected Applicant shall submit a monthly statistical report of requests for use of the language line for translation, including a breakdown of languages requested by number and percentage, to be received by DHS no later than 15 calendar days after the end of the month.
- U. Ad-Hoc Reports.** The selected Applicant shall provide Ad-hoc Reports as requested by the Department.
- V. Final Report.** The selected Applicant shall provide a Final Report that includes the most recent versions of all regularly submitted reports as listed in **Part III, Sections III-8.A-U** above, as well as any outstanding activities at the time of agreement end.

Applicant Response

- III-9. Key Performance Standards.** The Commonwealth has developed a set of minimum Key Performance Standards (also identified as performance indicators) defined below, which the selected Applicant must meet, or exceed. The first three months after the 'go-live' date when the Applicant begins serving consumers are a transition period and the Department

will not impose damages based on a failure to meet performance standards. Where an assessment is defined as an “up to” amount, the dollar value will be set at the discretion of the Department.

The selected Applicant’s performance will be reviewed and assessed as outlined below. The Department’s Grant Administrator will give written notice of each failure to meet a performance standard to the selected Applicant. The Department may impose financial assessments for a selected Applicant’s failure to meet the performance standards. If the Department does not assess liquidated damages in a particular instance, the Department is not precluded from pursuing other or future assessments relating to those performance standards and their associated damages.

Describe your ability to meet or exceed these minimum performance standards.

Performance Metric	Target	Description	Calculation	Frequency of Review	Assessment
HealthChoices Plan PH-MCO voluntary choice rate for new enrollments	71%	Measures the voluntary choice rate for newly eligible MA Consumers in the HealthChoices Program who are enrolled and choose a PH-MCO through the selected Applicant.	Total number of voluntary PH-MCO selections divided by the number of newly eligible HealthChoices MA Consumers multiplied by 100.	Monthly	Up to 3% of the selected Applicant’s total Per Member Per Month (“PMPM”) payment for the month
CHIP-MCO voluntary choice rate for new enrollments	71%	Measures the voluntary choice rate for newly eligible CHIP Consumers in the CHIP who are enrolled and choose a CHIP-MCO through the selected Applicant.	Total number of voluntary CHIP-MCO selections divided by the number of newly eligible CHIP Consumers multiplied by 100.	Monthly	Up to 3% of the selected Applicant’s total PMPM payment for the month

Performance Metric	Target	Description	Calculation	Frequency of Review	Liquidated Damages
Telephone Abandon Rate	Less than 5%	Measures the percentage of calls in the queue that are abandoned before call is connected to Enrollment Specialist.	Total number of abandoned calls divided by the total number of calls placed in the queue multiplied by 100.	Monthly	Up to 1% of the selected Applicant’s total PMPM payment for the month
Blocked Call Rate	Less than 1%	Measures the percentage of incoming calls that receive a busy signal.	Total number of incoming calls that receive a busy signal divided by the total number of	Monthly	Up to 1% of the selected Applicant’s total PMPM

			incoming calls multiplied by 100.		payment for the month
Average Speed to Answer	95%	Measures the percentage of calls answered within 60 seconds or less.	Total number of incoming calls answered within 60 seconds or less divided by the total number of incoming calls multiplied by 100.	Monthly	Up to 1% of the selected Applicant's total PMPM for the month
Hold Time of two minutes or less	95%	Measures the percentage of calls placed on hold until the time the call is re-engaged.	Total number of calls on hold less than two minutes divided by the number of calls placed on hold multiplied by 100.	Monthly	Up to 1% of the selected Applicant's total PMPM for the month

Table 3: Other Performance Standards

Performance Metric	Target	Description	Calculation	Frequency of Review	Liquidated Damages
Timely Submission of Corrective Action Plan	100%	Corrective Action Plans are to be submitted on or before the due date.	Number of business days beyond the due date for submission of corrective action plan	For each Corrective Action Plan	Up to \$500 per business day after due date
Timely Implementation of Approved Corrective action plan	100%	Deficiencies identified in Corrective Action Plan are to be successfully resolved within time frame(s) designated in approved Corrective Action Plan.	Number of business days beyond approved date(s) in corrective action plan for resolution of deficiency.	For each Corrective Action Plan	Up to \$750 per business day

A. For any deficiency, including ones relating to the performance standards, the selected Applicant will prepare and submit a corrective action plan for any observation or finding contained in a notice of deficiency. The selected Applicant must submit the corrective action plan to the Department within ten business days of notification of the deficiency or such longer time as may be agreed to by the Department.

B. The corrective action plan must include, but is not limited to:

1. Brief description of the findings;
2. Specific steps the selected Applicant will take to correct the situation or reasons why it believes corrective action is not necessary;
3. Name(s) and title(s) of responsible staff person(s);
4. Timetable for performance of the corrective action steps;

5. Monitoring that will be performed to implement corrective action; and
 6. Signature of the selected Applicant's Program Manager or a senior executive.
- C. The selected Applicant must implement the corrective action plan within the timeframe agreed to by the parties for that particular corrective action plan. Failure to implement a corrective action plan, in the manner agreed to, may result in further action by the Department, including, but not limited to, a finding of default.
- D. In the event the Department determines a deficiency to be a serious non-compliance with the selected Applicant's obligations under the agreement, the Department may find the selected Applicant in default.

Applicant Response

III-10. Objections and Additions to Standard Grant Terms and Conditions. The Applicant should identify which, if any, of the IT Contract Terms and Conditions (**Appendix E**) it would like to negotiate and what additional terms and conditions the Applicant would like to add to the standard terms and conditions. The Applicant's failure to make a submission under this paragraph shall result in its waiving its right to do so later, but the Department may consider late objections and requests for additions if to do so, in the Department's sole discretion, would be in the best interest of the Commonwealth. The Department may, in its sole discretion, accept or reject any requested changes to the standard grant terms and conditions. The Applicant shall not request changes to the other provisions of the RFA, nor shall the Applicant request to completely substitute its own terms and conditions for the IT Contract Terms and Conditions (**Appendix E**) of this RFA. All terms and conditions must appear in one integrated agreement. The Department will not accept references to the Applicant's, or any other, online guides or online terms and conditions contained in any application.

Regardless of any objections set out in its application, the Applicant must submit its application, including the cost application, on the basis of the terms and conditions set out in **Appendix E** of this RFA. The Department will reject any application that is conditioned on the negotiation of the terms and conditions set out in **Appendix E or to other provisions of the RFA as specifically identified above.**

Applicant Response

PART IV

COST SUBMITTAL

IV-1. Cost Submittal. The information requested in this **Part IV** shall constitute the Cost Submittal. The Cost Submittal shall be submitted via email, separated from the Technical Submittal. The total proposed cost should be broken down into the components set forth in **Appendix B, Cost Submittal Worksheet**. The percentage of commitment to SDBs and VBEs should not be stated in the Cost Submittal. Applicants should **not** include any assumptions in their cost submittals. If the Applicant includes assumptions in its cost submittal, the Department may reject the application. Applicants should direct in writing to the Issuing Officer pursuant to **Part I, Section I-9** of this RFA any questions about whether a cost or other component is included or applies. All Applicants will then have the benefit of the Department's written answer so that all applications are submitted on the same basis.

The Department will reimburse the selected Applicant for work satisfactorily performed after execution of a written agreement and the start of the grant agreement, in accordance with agreement requirements.

PART V

SMALL DIVERSE BUSINESS AND VETERAN BUSINESS ENTERPRISE PARTICIPATION INFORMATION

- V-1. SDB and VBE Participation Goals.** The Issuing Office and BDISBO have set the SDB Participation Goal and a VBE Participation Goal for this RFA, which are listed in **Part I, Section I-11** of this RFA. The SDB and VBE Participation Goals were calculated based upon the market availability of SDBs and VBEs for work scopes identified for this solicitation.

Applicants now must agree to meet the SDB and VBE Participation Goals in full or demonstrate they have made Good Faith Efforts to meet the Goals and obtain an approved waiver or their application will be disqualified from further consideration.

- V-2. SDB Participation Packet, Appendix O.** Applicants should submit the SDB Participation Packet and associated required documentation in accordance with the Instructions for Completing SDB Participation Submittal and SDB Utilization Schedule and with the submission requirements of **Part 1, Section I-13.A**.

- V-3. VBE Participation Packet, Appendix P.** Applicants should submit the VBE Participation Packet and associated required documentation in accordance with the Instructions for Completing VBE Participation Submittal and VBE Utilization Schedule and with the submission requirements of **Part 1, Section I-13.A**.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of SDB or VBE Status or entitle an Applicant to receive credit towards the SDB or VBE participation goals.

- V-3. Contract Requirements—SDB and VBE Participation.**

A. SDB and VBE Participation Documents. All documents completed and submitted by the selected Applicant in connection with its SDB Participation Submittal (including the SDB Participation Submittal, SDB Utilization Schedule, and any Good Faith Efforts Documentation to Support Waiver Request of SDB Participation Goal) and its VBE Participation Submittal (including the VBE Participation Submittal, VBE Utilization Schedule, and any Good Faith Efforts Documentation to Support Waiver Request of VBE Participation Goal) shall be incorporated into the Agreement by reference.

B. Required contract terms. All agreements containing SDB and VBE participation must contain the following provisions to be maintained through the initial term and any subsequent options or renewals:

1. Each SDB participation commitment and each VBE participation commitment which was credited and the total percentage of the SDB participation commitments

and VBE participation commitments made at the time of application submittal or agreement negotiations, as applicable, become contractual obligations of the selected Applicant upon execution of its Agreement with the Commonwealth.

2. For purposes of monitoring compliance with the selected Applicant's SDB and VBE participation commitments, the Agreement cost is the total amount paid to the selected Applicant throughout the initial Agreement term and any extensions.
3. The selected Applicant cannot alter its overall SDB or VBE commitments or commitments made to individual SDB or VBE subcontractors without written approval from the Department and BDISBO.
4. Both the overall percentage of SDB and VBE commitments, and individual SDB and VBE commitments must be maintained if the Agreement is assigned to another prime.

C. Subcontract requirements.

1. The selected Applicant and each SDB listed on the SDB Utilization Schedule and VBE listed on the VBE Utilization Schedule must enter into a final, definitive subcontract signed by the selected Applicant and the SDB or VBE within 30 calendar days of the final execution date of the Commonwealth agreement. A **Model Form of Small Diverse Business/Veteran Business Enterprise Subcontractor Agreement** which may be used to satisfy this requirement – is available as **Appendix Q**.
2. In addition to any requirements in the selected Applicant's contract documents, the subcontract must contain:
 - a. The specific work, supplies or services the SDB or VBE will perform; location for work performed; how the work, supplies or services relate to the contract; and the specific timeframe during the initial term and any extensions, when the work, supplies or services will be provided or performed;
 - b. The fixed percentage commitment and/or associated estimated dollar value that each SDB or VBE will receive based on the final negotiated cost for the initial term of the Agreement and any extensions of the Agreement;
 - c. Payment terms requiring payment to the SDB or VBE for work satisfactorily completed within 14 calendar days of the selected Applicant's receipt of payment from the Commonwealth for such work. Subcontractors are encouraged to utilize electronic payment methods;
 - d. Commercially reasonable terms for the applicable business or industry that are no less favorable than the terms of the selected Applicant's Agreement with the Commonwealth and that do not place disproportionate risk on the SDB or VBE

relative to the nature and level of the SDB's or VBE's participation in the Agreement; and

- e. The requirement that the SDB or VBE submit utilization reports to BDISBO.
3. If a subcontract is required by the solicitation document and the subcontract terms omit any of the information required in subparagraph 2 but that information is otherwise reflected within the selected Applicant's SDB Participation Submittal, VBE Participation Submittal, or associated documents (SDB Utilization Schedule, VBE Utilization Schedule, and Letters of Commitment), the information listed in the SDB Participation Submittal, VBE Participation Submittal, or associated documents is incorporated into the subcontract. To the extent that any subcontract terms conflict with the requirements of subparagraph (2) or information contained within the selected Applicant's SDB Participation Submittal or VBE Participation Submittal and associated documents, the order of precedence is as follows: 1) the requirements of subparagraph 2, 2) the selected Applicant's SDB Participation Submittal, VBE Participation Submittal and associated documents; and 3) the terms of the subcontract.
 4. If the selected Applicant and a SDB listed on the SDB Utilization Schedule or VBE listed on the VBE Utilization Schedule cannot agree upon a definitive subcontract within 30 calendar days of the final execution date of the Commonwealth Agreement, the selected Applicant must provide written notification to the Department and BDISBO.
 5. The selected Applicant must provide a copy of any required subcontract with an SDB or VBE to BDISBO or the Department within ten business days of receiving such a request.

D. Utilization Reports.

1. The selected Applicant must submit a Monthly Utilization Report to BDISBO and the DHS Grant Administrator in the format required by BDISBO and within ten business days of the end of each month of the Agreement term and any subsequent extensions. In the Monthly Utilization Report, the selected Applicant must list payments made to each SDB or VBE subcontractor and any unpaid invoices over 30 calendar days old received from an SDB or VBE subcontractor, and the reason payment has not been made. This information will be used to track and confirm the actual dollar amount paid to SDB or VBE subcontractors and will serve as a record of fulfillment of the contractual commitment(s). If there was no activity, the selected Applicant must complete the form by stating "No activity". A late fee of \$100.00 per day may be assessed against the selected Applicant if the Utilization Report is not submitted in accordance with the schedule above.
2. The selected Applicant must include in its subcontracts with its SDB and VBE subcontractors a requirement that the SDB and VBE subcontractors submit to

BDISBO, within the time frame set forth within the solicitation document, a report identifying the prime contract, and listing:

- a. Payments received from the selected Applicant within the time frame covered by the report, and
- b. Invoices for which the subcontractor has not been paid.

E. Noncompliance with SDB or VBE commitments.

1. Upon BDISBO notifying the Department that a selected Applicant did not comply with the SDB commitments or VBE commitments, the Department will notify the selected Applicant in writing of BDISBO's findings and will specify the corrective actions to be taken. The selected Applicant must initiate the corrective actions within ten business days and complete them within the time specified by DHS.
2. If DHS determines that material noncompliance with SDB or VBE provisions exists and that the selected Applicant refuses or fails to take the corrective action required by DHS, DHS, in consultation with BDISBO, may impose any and all remedies available under the Agreement as it deems appropriate. Such remedies include, but are not limited to, withholding of payments; termination of the agreement along with consequential damages; revocation of the selected Applicant's SDB, and/or VBE status; a determination that the selected Applicant's SDB or VBE participation submittal be deemed non-responsible in future procurements; and/or any actions under the Commonwealth's Contractor Responsibility Program, up to and including suspension or debarment from future contracting opportunities with the Commonwealth.

PART VI

CONTRACTOR PARTNERSHIP PROGRAM

- VI-1. General Information – Contractor Partnership Program.** The CPP was created by the Department to address workforce needs by connecting beneficiaries of Temporary Assistance for Needy Families (“TANF”) to jobs while simultaneously helping to fill the hiring needs of employers. The program is a collaborative effort between DHS and its contractors and grantees to lift families out of poverty.

CPP requires entities who are awarded a contract or agreement with DHS to establish a hiring target that supports TANF beneficiaries in obtaining employment with the contractor, grantee, or their subcontractors for jobs within their organizations. The Department encourages selected Applicants to consider TANF beneficiaries not only for employment opportunities that will be created through the award of an Agreement but also for general employment opportunities within the organization. DHS staff will work cooperatively with selected Applicants to assist in meeting their hiring targets by assisting with the identification of qualified job applicants through the Department’s employment and training programs and providing technical assistance as needed. Participating Applicants may also be eligible to receive hiring incentives, such as the Work Opportunity Tax Credit.

Through CPP, DHS expects not only to increase the employment rate for individuals receiving TANF cash assistance, but to continue to contribute to the economic growth of the Commonwealth.

For more information about the Contractor Partnership Program, please contact: RA-BETPCPP@pa.gov or 1-866-840-7214.

- VI-2. Participation Requirements.** Entities who are awarded a contract or agreement valued at a minimum of \$5 million through a competitive procurement process are automatically included in CPP. To receive credit towards meeting the CPP requirements and maintain good standing, these entities must hire or make good faith efforts to hire individuals currently receiving TANF cash assistance. This includes but is not limited to individuals receiving TANF who are currently participating in Department employment and training programs as well as TANF beneficiaries outside of these programs.

The Department’s vision for CPP is that selected Applicants are able to obtain employment for TANF beneficiaries in a number equal to 10% of the average of the annual number of a selected Applicant’s new hires in Pennsylvania over each of the prior three years.

- VI-3. RFA Requirements.** Applicants must provide a written narrative that addresses the following and must include the information in the CPP Submittal of their application.

1. Applicant's name, telephone number and mailing address.
2. Type of business entity (i.e. not-for-profit, government entity, public corporation, university).
3. Address of the company's headquarters; if located in Pennsylvania, include county.
4. The name, title, phone number, mailing address, and email of the Applicant's point of contact for the CPP.
5. Address of all satellite offices located in Pennsylvania, including the county.
6. A list of the subcontractors' names, address, and phone number; if located in Pennsylvania, include the county.
7. Type of services being provided under the Agreement.
8. Type of services provided by Applicant.
9. Based on the calculation below, the anticipated number of positions that will be established as the hiring target.

For each of the prior three years, provide the number of new hires at your organization's Pennsylvania offices. The hiring targets will be 10% of the average of the annual number of new hires in Pennsylvania over each of the last three years. Hiring targets can be discussed with the Office of Income Maintenance CPP staff to determine if a waiver or reduction of this requirement is warranted.

10. Type of positions anticipated to be available during Agreement term.
11. Describe the strategies that will be used to identify and recruit TANF individuals.
12. Describe the methods that will be used to retain the individuals once they are employed, including opportunities for professional development.
13. Identify the staff and processes that will be used to meet the CPP requirement, including the reporting requirements.
14. Provide a brief explanation of any additional efforts that will be made to meet and maintain TANF hiring commitments.

The Department will not evaluate the CPP Submittal. After selection for negotiations, however, the Department's OIM Bureau of Employment Programs will review the CPP Submittal and may request changes or clarifications during negotiations. All information submitted is subject to approval by DHS.

VI-4. Agreement Requirements. The approved hiring target will become a performance target, included as part of the Agreement. Hiring targets will apply to the full term of the Agreement, including any extensions. After an Agreement has become effective, selected Applicant must establish a login for the DHS data tracking system, the Commonwealth Workforce Development System ("CWDS"), create a business folder, and complete and submit all required forms to the CPP staff. Selected Applicant must complete the Quarterly Employment Report on a quarterly basis to document the number of TANF beneficiaries hired for that quarter. OIM will monitor the submission of the Quarterly Employment Report in CWDS and will share the information with the Program Office responsible for the agreement.

Quarters	Begin Date	End Date	Reports Due*
1 – First	July 1	September 30	October 15
2 – Second	October 1	December 31	January 15
3 – Third	January 1	March 31	April 15
4 – Fourth	April 1	June 30	July 15

**If the 15th falls on a weekend or state holiday, the report is due the next business day.*

selected Applicant, regardless of the Effective Date of the Agreement must complete the Quarterly Employment Report based on the schedule above. If an Agreement begins in the middle of a quarter, the information reported will be based on activity that occurred from the Effective Date through the end of the quarter. If no activity occurred, an entry reporting zero hires must still be submitted via CWDS.

In addition, selected Applicant must report information documenting the use and outcomes of their hiring strategies and demonstrating their good faith efforts to hire TANF beneficiaries on a quarterly basis. The Department will work with the selected Applicants to develop a form and submission requirements for this reporting.

Verification Process

Data entered in CWDS will be cross referenced with the Client Information System (“CIS”) to confirm TANF eligibility; CIS will automatically credit the selected Applicant whenever a TANF hire is submitted. The CPP staff and the Project Manager will work together to ensure that selected Applicants are meeting their hiring goals.