

RFA #16-20
Enrollment Assistance Program Services
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	RFA Section	Question	Answer
1		Is Maximus the current vendor providing these services, ongoing from contract 4100073315 awarded in 2016, or is there a different vendor providing these services? If so, what is that vendors name, their contract term, and the value of the contract?	Yes, Maximus Health Services, Inc. is the current Grantee, providing services under Agreement No. 4100073315. The value of the initial term and subsequent funding adjustments and renewals are available on PA Treasury's website.
	RFA Section	Question	Answer
2		Is there an estimated budget for this project?	This information is not relevant to preparing a response to the RFA.
	RFA Section	Question	Answer
3		Could you please tell me if there is a current contract or contracts that these services are being performed under? And if so, what the contract numbers are and which vendor is currently providing these services?	Please refer to the response to Question 1.
	RFA Section	Question	Answer
4	General	What are the top challenges experienced by DHS that the Department would like to solve with this procurement?	Please refer to RFA Sections I-3. Overview, and I-4. Objectives.
	RFA Section	Question	Answer
5	General	Are there any third-party systems the Contractor will need to directly use (e.g., MMIS, eCIS, etc.)? If so, please identify each system, how it will be used, and the method that it is accessed.	If by "third party systems" and "directly use" this question is referring to systems operated by the Commonwealth that the selected Applicant's staff would be required to log into with a user name and password, then eCIS is the only such system applicable here. As explained in RFA Sections I-4.B.3 and III-6.L.1.l and .m, the selected Applicant must employ Enrollment Specialists and field staff who they will train to navigate eCIS screens

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			effectively to verify MA eligibility, HealthChoices eligibility, and MCO assignment/enrollment (and CHIP status when this information is added). The Enrollment Assistance Grantee also receives calls from individuals who may not yet be in their system because they have not yet received files with their information or who may not be eligible for HealthChoices, or MA, or CHIP. Enrollment staff also need access to eCIS to appropriately advise and assist such callers. References to other Commonwealth systems such as PROMISe (the Department's MMIS) relate specifically to file transfers and other MIS system processes described in RFA Section III-6.B.
	RFA Section	Question	Answer
6	General	Are there any new requirements included in the RFA that are not a currently a responsibility of the incumbent?	Services for CHIP consumers are not currently a responsibility of the incumbent.
	RFA Section	Question	Answer
7	General	Please confirm that the Applicant's price is to include costs for postage	Yes, the all-inclusive pricing includes postage.
	RFA Section	Question	Answer
8	General	Please describe in detail any responsibilities related to an MA Consumer's anniversary date or annual open enrollment in general. Please include any potential mailings in this discussion.	Neither HC-PH nor CHIP have annual open enrollment periods based on a consumer's "anniversary date." HC-PH and CHIP consumers may select a new MCO and transfer their membership at any time.

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9	General	Please provide the number of paper enrollments processed by month for 2019-2021.	<table border="1"> <thead> <tr> <th>Type of Mailing</th> <th>Contract Yr 1</th> <th>Contract Yr 2</th> <th>Contract Yr 3</th> <th>Contract Yr 4</th> <th>Contract Yr 5</th> </tr> </thead> <tbody> <tr> <td>Enrollment Kits</td> <td>361,996</td> <td>336,476</td> <td>325,949</td> <td>347,787</td> <td>279,651</td> </tr> <tr> <td>Confirmation Notices</td> <td>280,918</td> <td>264,886</td> <td>258,056</td> <td>260,995</td> <td>232,967</td> </tr> <tr> <td>Reminder Notices</td> <td>322,744</td> <td>299,328</td> <td>282,670</td> <td>306,876</td> <td>234,810</td> </tr> <tr> <td>Auto-Assignment Notices</td> <td>129,694</td> <td>119,792</td> <td>105,650</td> <td>117,941</td> <td>93,215</td> </tr> <tr> <td>Re-Enrollment Notices</td> <td>164,149</td> <td>172,247</td> <td>188,333</td> <td>134,781</td> <td>22,989</td> </tr> <tr> <td>Failed Enrollment Notices</td> <td>242</td> <td>626</td> <td>192</td> <td>751</td> <td>932</td> </tr> <tr> <td>Total Sent</td> <td>1,259,743</td> <td>1,193,355</td> <td>1,160,850</td> <td>1,169,131</td> <td>864,564</td> </tr> <tr> <td>Mail Enrollment Forms Received and Processed</td> <td>50,591</td> <td>42,059</td> <td>36,351</td> <td>34,547</td> <td>24,132</td> </tr> <tr> <td>Returned Mail</td> <td>35,622</td> <td>36,133</td> <td>38,953</td> <td>34,035</td> <td>26,176</td> </tr> </tbody> </table>	Type of Mailing	Contract Yr 1	Contract Yr 2	Contract Yr 3	Contract Yr 4	Contract Yr 5	Enrollment Kits	361,996	336,476	325,949	347,787	279,651	Confirmation Notices	280,918	264,886	258,056	260,995	232,967	Reminder Notices	322,744	299,328	282,670	306,876	234,810	Auto-Assignment Notices	129,694	119,792	105,650	117,941	93,215	Re-Enrollment Notices	164,149	172,247	188,333	134,781	22,989	Failed Enrollment Notices	242	626	192	751	932	Total Sent	1,259,743	1,193,355	1,160,850	1,169,131	864,564	Mail Enrollment Forms Received and Processed	50,591	42,059	36,351	34,547	24,132	Returned Mail	35,622	36,133	38,953	34,035	26,176
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10	General	Please provide the number and types of mailings sent by month for 2019-2021.	Please refer to response in Question 9.																																																												
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11	General	Would DHS please provide outbound mail statistics from 2019-2021 by month (e.g., number of packets mailed, number of letters mailed, number of confirmation letters mailed, etc.)?	Please refer to response in Question 9.																																																												
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12	General	Do MA Consumers currently have the option to submit an enrollment on-line? If so, please indicate the approximate date this option became available and provide the number of on-line enrollments processed per month for 2019-2021.	Yes. Annual numbers for the current Agreement: Year 1: 97,455; Year 2: 97,196; Year 3: 95,515, Year 4: 124,818; Year 5: 102,072 web enrollments.																																																												
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13	General	Would DHS please provide outreach statistics from 2019-2021 related to the number of outreach and in-person visits? How many visits are conducted, on average, in each zone?	11/2020-10/2021: County Assistance Office Presentations: 57, Community-Based Organizations Presentations: 139, Consumer/Family Presentations:19, Program Overview Presentations: 176. In-person sessions were not held since March of 2020 due to the																																																												

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			Public Health Emergency. Consumer Advisory meetings are held Quarterly in each Zone.
	RFA Section	Question	Answer
14	I-13 Application Requirements	Please confirm pdf is a Microsoft compatible format.	Yes, PDF is an acceptable format.
	RFA Section	Question	Answer
15	II-4.A Corporate Background	Please provide the names of the EQRO and the EQRO subcontractors so Applicants may verify there is no conflict of interest.	The Department's External Quality Review Organization is Island Peer Review Organization, Inc. (IPRO). Their subcontractors for EQRO are: <ul style="list-style-type: none"> • Aqurate Health Data Management, Inc. • LW Consulting, Inc. • Medisys Solutions, LLC
	RFA Section	Question	Answer
16	Appendix L	Would DHS please confirm that all incoming calls go through the IVR?	Yes. Please refer to RFA Section III-6.D.
	RFA Section	Question	Answer
17	Appendix L	Call and transaction volumes have dramatically shifted due to the COVID-19 pandemic. Would DHS please provide statistics from October 2020-December 2021?	Please refer to Addendum 4 for revised Appendix L: Enrollment Call Center Statistics.

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18	Addendum 1	<p>Please clarify and confirm the timeline. Does the statement below imply the new vendor may be expected to start operations as early as August 1st, 2022? It would be helpful if the Anticipated Award Date, Anticipated Contract Effective Date and Expected Commencement of Operations dates were provided to remove ambiguity in interpretation of the statement.</p> <ul style="list-style-type: none"> • Section I-3. Overview of Project is amended as follows: <p>I-3. Overview of Project. Through this RFA, the Department is seeking Applicants to provide enrollment, outreach, and educational services to HealthChoices Physical Health (“HC-PH”) program Consumers, anticipated to begin between August 1, 2022 and January 1, 2023, and to Children’s Health Insurance Program (“CHIP”) Consumers, anticipated to begin April 1, 2023. The selected Applicant...</p>	<p>The selected Applicant <u>may</u> be expected to start operations by August 1, 2022, for HC-PH program consumers. The Department <u>anticipates</u> that the selected applicant will be expected to start operations for HC-PH program consumers no later than January 1, 2023. The selected Applicant may be expected to start operations by April 1, 2023, for CHIP consumers. For both programs, these are anticipated start dates, which may be delayed subject to factors including, but not limited to, the completion of the evaluation process, agreement discussions, the Commonwealth approval process, and readiness review for the selected Applicant.</p>
	RFA Section	Question	Answer
19	Page 30 – B. 2. a. iii) Use the Department's Dating Rules logic...	<p>Would the State please provide copies of file layouts and the Department's Dating Rules logic that is resident on the Extranet?</p>	<p>Please refer to Addendum 4 for a summary table of Enrollment Assistance Data Files and a Dating Rules Calendar currently used for the HealthChoices Physical Health Program.</p>

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	Page 30 – B. 3. e. Automated Provider Directory...		
	RFA Section	Question	Answer
20	Page 35 - C. 19. The selected Applicant shall track individuals ...	<p>1. For outbound calls - are these automated calls (i.e., a message is left or played with an option to connect to a CSR) or must these be live calls with a message left if no live contact is made?</p> <p>2. Can other channels of communication such as SMS or e-mail be utilized for contacting this population?</p>	<p>Outbound calls can be automated or live. The Department may consider SMS or email communications dependent upon the consumer opting into that method of communication. Communication plans/methods/messaging are subject to Department review and approval prior to implementation by the selected Applicant.</p>
	RFA Section	Question	Answer
21	Page 45 - 6. c. notice to a MA or CHIP Consumer...	Please clarify what is meant by the phrase "...with a future begin or effective date that cannot be negated."	<p>This refers to the timing of initial MCO assignments vs. MCO transfer requests. When a consumer has been auto-assigned ("A" indicator) to or has selected ("M" = Member assigned indicator) an MCO, if the consumer requests a transfer to a different MCO with a future start date but the plan transfer file is not received and processed until after the initial MCO assignment, the initial assignment cannot be negated, and the consumer is informed that they must remain in the initially assigned MCO until the plan transfer is received, processed, and made effective. See also Addendum 4 for a Dating Rules Calendar currently used for the HealthChoices Physical Health Program.</p>

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	RFA Section	Question	Answer
22	Page 33 - C. 2.a. Toll-free number: 1-800-... Page 33 - C. 2. b. Address: PO Box...	1. Who is the RespOrg for 1-800-440-3989 and are they contractually obligated to transfer the number to the applicant? 2. Who owns the PO BOX and are the contractually obligated to transfer ownership?	The incumbent Grantee is responsible for the toll-free number and the P.O. Box. Please refer to the response to Question 1 for the incumbent's name and agreement number. The incumbent's responsibilities with respect to turnover are set forth in its agreement, which is available on the PA Treasury website.
	RFA Section	Question	Answer
23	Page 63 - Section III-8. B. B. Pennsylvania Specific Financial...	What are expectations regarding reporting of audit data corresponding to any of the summary report requirements?	The Department is not providing specific requirements or expectations for audit data reporting related to these statements at this time.
	RFA Section	Question	Answer
24	Appendix L	1. Does the number of Outbound Calls Attempted count all attempts regardless of connection outcome or are these only connections to a live person? 2. If this includes all attempts inclusive of calls with no answer or answering machines what is the penetration rate for outbound calls? 3. What is the average talk time for outbound calls?	1. Yes. 2. Refer to Addendum 4 for a revised Appendix L. 3. Average Talk Time included in Appendix L reflects both inbound and outbound calls.
	RFA Section	Question	Answer
25	Appendix K and L	Could the State please provide more recent reports and program statistics?	Refer to Addendum 4 for revised Appendices K and L.

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26	Appendix L	Does the "CALLS RECEIVED" column represent the number of incoming calls transferred to an agent? If yes, is there an explanation for such a low containment rate in the IVR?	No. The "calls received" column indicates the number of calls that came in. The "calls answered" column references the number of calls that were transferred to an agent.
	RFA Section	Question	Answer
27	Bidders Conference, Slide 9	Please confirm that consumers are not required to make a PCP selection i.e., it is optional for them to select a PCP. Slide 9 on the bidder's conference stated: "HC-PH Consumers must be linked to Health Care Providers and provided access to health care in urban, suburban, and rural areas."	Consumers are encouraged but not required to make a PCP selection.
	RFA Section	Question	Answer
28	Bidders Conference Slide 12	1. Please confirm the information provided with respect to Premiums for the CHIP population was information only i.e., the Selected Applicant is not required to collect premiums. 2. Will the Selected Applicant be required to store any premium information? 3. Will the Selected Applicant be required to provide the consumer with anything but general information regarding premiums?	1. The selected Applicant provides general information only and does not collect premiums. 2. The selected Applicant does not store premium payment information. 3. The selected Applicant provides general information only.
	RFA Section	Question	Answer
29	General	Can the Applicant utilize secure e-mail and SMS as channels of outbound communications with the consumer? If so, are there any restrictions to the types of communications that can take place by these channels?	Please refer to response to Question 20.

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30	General	If the Applicant wishes to propose innovative solutions to improve customer experience, above and beyond the requirements stated in the RFA, is there a particular section of the response these optional solutions should be included in?	Please refer to RFA Section I-13.B: "Applicants should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the application."
	RFA Section	Question	Answer
31	I-3. Overview of the Project Page 3	<i>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.</i> Is the EAP contractor responsible for premium payment processing, collection, or any other aspect of the CHIP premium payment process? If not, what entity will be responsible for those functions?	The collection, processing, and other aspects of premium payment process will not be completed by the selected Applicant. The entity responsible for those functions is not relevant to preparing a response to this RFA.
	RFA Section	Question	Answer
32	III-6. Work Plan Page 26	<i>Include a Program Evaluation and Review Technique ("PERT") or similar type display, time related, showing each event.</i> Please confirm the Commonwealth will accept a Gantt Chart in lieu of a PERT?	Yes, a Gantt Chart is acceptable.
	RFA Section	Question	Answer
33	III-6. Work Plan: B.3 Page 30	<i>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.</i>	RFA Section III-6.B.3 does not state that CHIP members will be "added to the same eligibility file with HealthChoices members." Files for CHIP will follow the same format and layout as specified on the HealthChoices Managed Care Extranet website.

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		If CHIP members are added to the same daily eligibility file with HealthChoices members, what are the CHIP members' unique indicators?	The unique identifier for CHIP members is their Recipient ID number, from eCIS.
	RFA Section	Question	Answer
34	III-6. Work Plan: B.3.a Page 31	<p><i>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.</i></p> <p>Per RFA, the selected Applicant will receive a Daily 834 Eligibility File from the Department, which implies a different file format from the one currently generated. Currently the daily eligibility file is sent in the existing proprietary file format. Can this be confirmed?</p>	This was an error: the text should have referred only to the Daily Eligibility File received by the selected Applicant, and should not have included "834". There were also other erroneous references to the "Daily 834 Eligibility File" in RFA Sections III-6.G.5.a and III-6.H that should have referred to the "Daily Eligibility File" See corrected text for all affected sections in Addendum 4.
	RFA Section	Question	Answer
35	III-6. Work Plan: C.16 and III-9 Key Performance Standards (Table 2) Pages 35 and 66	<p><i>Enrollment Center Operations. 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</i></p> <p>We understand that the Department's intention is to establish an Average Speed to Answer (ASA) SLA, versus a "Service Level" SLA – however, the wording of this SLA can be interpreted either way. We request that the Department consider rewording this to the following: "ASA shall be 60 seconds or less for all calls, measured monthly."</p>	The Department is not changing the standard at this time.

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36	III-6. Work Plan: J. Page 49	<p><i>Advisory Committees and MA and CHIP Consumer Input and Feedback</i></p> <p>Please clarify what role the EAP contractor will perform with respect to the CHIP Advisory Council meetings after the April 2023 implementation of CHIP. Will the EAP contractor be required to coordinate or facilitate these meetings? Are there individual meetings in each Region or is this a statewide meeting? How often do the meetings occur?</p>	The selected Applicant will attend the CHIP Advisory Council meetings, as invited, and provide presentations or information for presentation, as requested. The CHIP Advisory Council meetings are statewide and occur biannually.
	RFA Section	Question	Answer
37	III-7 Page 58	<p><i>Create a single online destination for services</i></p> <p>Would the use of offshore resources be allowable during the IT and digital development process?</p>	No, this is not allowable.
	RFA Section	Question	Answer
38	III-7 Page 60	<p><i>Deliver a consistent and user-friendly online experience across all digital services:</i></p> <p>How often do you anticipate requiring content-related changes for web and mobile app?</p>	This is a fluid expectation, subject to updates based upon member feedback, Department/program changes, and other business changes that may require updated content.

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39	III-7 Page 62	<p><i>Drive continuous improvement through customer feedback:</i></p> <p>Would the “Your Voice, Your PA” survey need to be incorporated with the web and mobile experience?</p>	Please note the second paragraph in Section III-7.C.6., emphasis added: “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.”
	RFA Section	Question	Answer
40	III-9 Page 66	<p><i>Key Performance Standards (Table 1)</i></p> <p>Is the 71% Choice Rate reported separately for HealthChoices and CHIP or is it a combined metric?</p>	Performance standards for voluntary choice rates are to be reported, calculated, and assessed separately for HealthChoices and CHIP.
	RFA Section	Question	Answer
41	Calendar of Events Page iv	<p><i>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.</i></p> <p>Would the Department consider granting an extension to the current proposal deadline to allow Applicants sufficient time to review responses to questions that are received on March 18 and incorporate any changes into Applications as there are only 14 business days between the posting of responses and the Application deadline?</p>	Please refer to Addendum 4.

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42	I-13.B.1.c Page 8	<p><i>c. Complete, and include Appendix H, Federal Funding Accountability and Transparency Act Sub-Recipient Data Sheet.</i></p> <p>Please confirm that neither page 1 nor page 2 of Appendix H, Federal Funding Accountability and Transparency Act Sub-Recipient Data Sheet requires a signature by the Applicant.</p>	Applicant signature of these pages is not required.
	RFA Section	Question	Answer
43	III-6 Workplan Page 26	<p><i>For each task, include the estimated number of person hours allocated to the task.</i></p> <p><i>Tasks:</i></p> <p style="padding-left: 20px;"><i>A. Readiness Review and Implementation...</i></p> <p>Does the term "Tasks" as mentioned on page 26 of the RFA refer to the capital lettered headings beginning with A. Readiness Review and Implementation and ending with N. Grant Turnover?</p>	Yes.
	RFA Section	Question	Answer
44	Readiness Review and Implementation Page 27	<p><i>The selected Applicant shall be afforded up to a three month period from the Effective Date to develop and ramp-up services</i></p> <p>Will the Department consider a phased approach to the implementation?</p>	No. The three-month period from effective date should be used to prepare to implement the Agreement in full and begin meeting Agreement requirements and deliverables statewide at the end of the three-month period.

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45	III.3.C.1 Page 23	<p><i>Staffing Plan. Show where these personnel will be physically located during the time they are engaged in the Project</i></p> <p>Please confirm staff some staff can be located outside of Pennsylvania. Are there any restrictions to the percent of staff that can be located outside of Pennsylvania?</p>	The Department will review and may consider staff to be located outside of Pennsylvania; however, a physical Enrollment Center is required to be located within a 15 mile radius of Harrisburg, PA. The Department has not established a specific percentage or restriction for staff that can be located outside of Pennsylvania.
	RFA Section	Question	Answer
46	III.3.C.1 Page 23	<p><i>Show where these personnel will be physically located during the time they are engaged in the Project</i></p> <p>Please confirm if a Work From Home model is permitted. Are there any restrictions to the percent of staff that can Work from Home?</p>	Yes. The applicant must provide the physical location of the office to the Department. A work from home model is permitted subject to prior review and approval from the Department to ensure Agreement deliverables are sufficiently being met.
	RFA Section	Question	Answer
47		Could you please post the attendance from the RFA Pre-Application Conference?	Please refer to Addendum 2 of the RFA.
	RFA Section	Question	Answer
48		Will there be an attendees list for the prebid meeting for this RFA?	Please refer to Addendum 2 of the RFA.