

Department of Human Services

Office of Long-Term Living Application and Enrollment Services

Request for Information



Date: June 28, 2019

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PART 1. General Information

1.1 Purpose of this Request for Information

The Pennsylvania Department of Human Services (“DHS” or “Department”) Office of Administration, Bureau of Procurement & Contract Management issues this Request for Information (“RFI”) to gather input and information concerning the application and enrollment services and support services for the beneficiaries of two Medical Assistance (“MA”) managed care programs, one 1915(c) MA home and community-based services (“HCBS”) waiver program and a state-funded program, all administered by the DHS Office of Long-Term Living (“OLTL”). Through these programs, eligible beneficiaries (also referred to as “participants”) receive long-term services and supports (“LTSS”) and other benefits, depending on the particular program.

Specifically, the Department issues this RFI to solicit input on its potential strategies and solutions to improve the LTSS application and enrollment services and beneficiary support services provided by the OLTL’s Independent Enrollment Broker (“IEB”) to individuals who apply for and enroll in the Community HealthChoices Program (“CHC”), the Pennsylvania Living Independence for the Elderly Program (“LIFE”), the OBRA Waiver and the state-funded Act 150 Attendant Care Program (collectively the “OLTL Programs”). The Department anticipates issuing a Request for Applications (“RFA”) that promotes competition and creative solutions for these IEB services.

Through this RFI, the Department is seeking to input from vendors and other stakeholders on the specific measures it may undertake to improve the quality, consistency and effectiveness of the IEB’s services. The Department encourages interested parties to provide feedback in response to this RFI or any part of it. A respondent may respond to all or any of the specific questions or topics included in this RFI.

1.2 Request for Information Timeline

Event	Date
Release RFI	June 28, 2019
RFI Responses Due	July 29, 2019

The Department is requesting that all responses to this RFI be submitted by 12:00 p.m. on the due date. Responses must be submitted electronically to the following email account with “OLTL Application and Enrollment Services RFI” in the email subject line: RA-PWRFICOMMENTS@PA.GOV.

While the Department does not intend to respond to questions or clarifications during the RFI response period, respondents may submit questions related to this RFI electronically to: RA-PWRFICOMMENTS@PA.GOV using “OLTL Application and Enrollment Services RFI question”

in the email subject line. The Department may or may not respond based on the nature of the question. The Department will post all answers provided online at: <http://www.emarketplace.state.pa.us>.

1.3 Disclaimers

The Department is not liable for any costs or expenses incurred by respondents in the preparation of responses related to this RFI.

This RFI is issued for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement, or any other type of current or future procurement action, and is only intended to gather information and input. The Department will not award an agreement on the basis of this RFI or otherwise pay for any of the information received.

The Department may use the information gathered through this process in the development of future procurement documents; however, the Department does not guarantee that this will occur. The Department will not return responses to this RFI. Respondents will not be notified of the result of the review, nor will they be provided copies of it. If the Department issues a procurement document, no respondent will be selected, pre-qualified, or exempted based on its participation in this RFI process.

Respondents should be aware that the responses to this RFI will be public information and that no claims of confidentiality will be honored. All responses are subject to a request for public records made under the Pennsylvania Right-to-Know-Law (“RTKL”), 65 P.S. § 67.101, et seq., and the Department will disclose responses if a RTKL request is made. The Department is not requesting, and does not require, confidential, proprietary, or other competitively sensitive information to be included as part of the RFI submission. Ownership of all data, material and documentation originated, prepared, and provided to the Department during this RFI process will belong exclusively to the Department.

PART 2. Background

Since 2011, the Department has engaged an IEB to assist individuals applying to receive LTSS under the OLTL HCBS Waivers and the Act 150 Attendant Care Program. With the implementation of CHC in 2018, the Department expanded the IEB’s responsibilities to include CHC managed care choice counseling and enrollment tasks. Currently, the IEB manages an average of 10,000 open LTSS applications at any point in time and receives approximately 3,500 new LTSS applications each month.

Recognizing that there may be opportunities to improve both the OLTL application and enrollment process and the services and assistance provided by the IEB, the Department issued an RFI on March 22, 2019 (“March RFI”) soliciting input on changes it was considering making to the scope

of and requirements for OLTL enrollment services.¹ The March RFI included a concept paper describing the IEB's responsibilities, pain points in the current LTSS enrollment and application process and the different changes being considered by the Department to improve the process and the services provided by the IEB to assist individuals as they navigate through that process. Specifically, the Department asked interested parties for recommendations on how it could best achieve the following objectives for the OLTL application and enrollment process and IEB services:

- A more streamlined process with a single enrollment services entity;
- An emphasis on individualized case management through a regional presence and assignment of a personal enrollment case manager to each LTSS applicant;
- Improved customer service and assistance to LTSS applicants, including an in-home visit at the outset of the process and help in completing and providing documentation to support the LTSS application;
- Decreased service fragmentation and more efficient, effective and consistent operations through consolidation of clinical eligibility functions;
- Improved communications through better use of technology;
- Better engagement and communication with community partners; and
- Enhanced accountability and quality control.

The Department also requested input from interested parties on the Department's proposed improvements to the OLTL application and enrollment process. In addition, the Department asked for input on other specific changes to the process, which might improve the customer service and the assistance the IEB provides to individuals, how to better use technology to increase the efficiency and promote better quality and consistency of the IEB's services; and other changes to enhance the IEB's accountability and improve the IEB interactions with stakeholders, community partners, and the public.

In response to the March RFI, the Department received comments from 38 commenters: 2 health plans, 18 providers and provider associations; 8 individuals; 6 consumer advocates; 2 enrollment broker service providers; an accounting and consulting services firm and the Pennsylvania Department of Aging. A number of commenters requested that the Department supply a more detailed description of the IEB's intended tasks and responsibilities. After consideration of all of the comments received in response to the March RFI, the Department is issuing this RFI to provide that additional detail.

¹ The March 2019 RFI is available at <http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=RFI%20OLTL%20Application%20and%20Enrollment%20Services>.

PART 3. Request for Information Submission Format

Through this RFI, the Department is soliciting information and comments regarding the proposed technical submittal that it is considering including in a future RFA for OLTL application and enrollment services. The proposed technical submittal, which is attached at Appendix A, details the specific requirements that the Department is contemplating for the IEB. All interested respondents are asked to respond in writing to this RFI, per the items outlined below.

3.1 Response Submission

Please prepare responses simply, providing straightforward and concise language and descriptions. All responses should be produced in Arial 12-point font. Please limit your response to no more than 20 pages, not including the cover letter or attachments. Please refrain from sending marketing materials to the Department.

3.2 Cover Letter

Please include a cover letter with the following information:

1. An introduction to the respondent or respondent's organization, background, and interest in the OLTL enrollment process.
2. General information about the respondent and respondent' organization, including: Name, Address, Point of Contact for this RFI with a telephone number and an e-mail address.

3.3 Conceptual Solutions and Strategies Response

The following provides a suggested structure for a response to this RFI. This structure is intended to minimize the effort required to develop and analyze submitted responses. Please address the following:

- (a) Discuss your suggestions to achieve the objectives listed in Appendix A, Section III.
- (b) Discuss the proposed General Requirements identified in Appendix A, Section IV. Specify any additions or deletions or other modifications that you suggest the Department make to the General Requirements. If you suggest changes to any provision in Section IV, please note the specific provision and provide your suggested changes.
- (c) Discuss the proposed Prior Experience provisions included in Appendix A, Section VII.A and B. Specify any additions or deletions or other modifications that you suggest the Department make to these provisions. If you recommend changes to Section VII.A. or B, please note the specific provision and provide your suggested changes.

- (d) Discuss the Department's proposed Personnel requirement included in Appendix A, Section VIII.A. Specify any additions or deletions or other modifications that you suggest the Department make to these requirements. If you suggest changes to any provision in Section VIII.A, please note the specific provision and provide your suggested changes.
- (e) Discuss the Department's proposed Work Plan requirements included in Appendix A, Section X. Specify any additions or deletions or other modifications that you suggest the Department make to these requirements. If you suggest changes to any provision in Section X, please note the specific provision and provide your suggested changes.
- (f) Discuss the Department's proposed Reporting requirements included in Appendix A, Section XI. Specify any additions or deletions or other modifications that you suggest the Department make to these requirements. If you suggest changes to any provision in Section VIII.A, please note the specific provision and provide your suggested changes.
- (g) Discuss the Department's proposed Performance Standards included in Appendix A, Section XII. Specify any additions or deletions or other modifications that you suggest the Department make to these Performance Standards. If you suggest changes to any Performance Standard in Section XII, please note the specific provision and provide your suggested change.
- (h) Discuss suggestions for any other specific changes to the OLTL application and enrollment process that would improve customer service and the assistance provided to individuals receiving OLTL application and enrollment services.