

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	RFP Section	Question	Answer
1		Please confirm that Offerors and any subcontractors used by Offerors must be conflict free according to the CMS BBA rules and have no direct or indirect financial relationships with providers and/or health plans doing business in the Commonwealth. Please confirm that conflict-free language should be included in the Selected Offeror(s) subcontract agreements with any SDB, SB, and other subcontractors.	Refer to Part III, Section III-1.D regarding the Independence and Conflict-Free requirements. These requirements are applicable to both the selected Offeror and all their subcontractors, including SDBs and SBs.
	RFP Section	Question	Answer
2		Should bidders assume that the Selected Offeror(s) will need to assume responsibility for waiver program applications that are already in process as of the January 1, 2018 effective date? If not, how and when does the Department plan to transition cases in process to the Selected Offeror(s) and what volume of applications should bidders assume they will receive for each Lot? Will the Selected Offerors(s) assume the need to transition pending referrals/inquiries from the prior vendor as of January 1, 2018 effective date and what volume of referrals and other outstanding items including inquiries, research, return calls, etc. should Offerors assume for each Lot?	The selected Offeror(s) will assume responsibility for all LTSS Applications and referrals open as of January 1, 2018 for the selected Offeror's Lot. The Department anticipates the statewide number of in process LTSS applications to be in the range of 7,500-8000 and the number of referrals in process to be between 2,000 and 3,000. The open referrals and LTSS Applications will be at all phases of the process. It is not possible to predict how many will be at each phase of the process as of January 1, 2018 within each Lot.
	RFP Section	Question	Answer
3	I-3	Please confirm that the Selected Offeror(s) is not responsible for any waiver application activities during the Pre-transition period.	The selected Offeror for Lot 1 will be responsible for managing CHC pre-transition activities beginning September 2017, and for LTSS Applications in Lot 1 beginning January 1, 2018. For Lots 2 and 3, the selected Offeror(s) will be responsible for managing LTSS Applications as of January 1, 2018 and managing CHC pre-transition activities during the pre-transition periods for those Lots, which will occur after January 1, 2018.
	RFP Section	Question	Answer
4	I-3	The RFP indicates that potential-CHC participants will be able to enroll in a CHC plan including plan and PCP selection. On what date should the Selected Offeror(s) expect to be ready to take calls and enrollments for Lot 1? What is the expected first mailing date for outreach for Lot 1? When should the Selected Offeror(s) begin expecting the Pre-transition files?	Currently, DHS anticipates that the Department's first mailing to potential CHC participants in Lot 1 will be sent on or around August 28, 2017. The selected Offeror for Lot 1 will receive the CHC pre-transition file at the same time as the mailing. The

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			selected Offeror will need to be prepared to take calls and collect advanced plan and PCP selections from potential CHC Participants immediately after the mailing is sent. For Lots 2, and 3, the pre-transition activities will occur approximately 16 weeks prior to the CHC Zone Start Dates.
	RFP Section	Question	Answer
5	I-6: Type of Agreement	This section states that the contract is firm fixed-price agreement but the cost tables request a variable PMPM rate for ongoing operations. Please confirm that the Department is seeking a variable PMPM rate based on membership.	The Department is requesting a fixed PMPM rate for CHC-NFI dual enrollments and a fixed PMPM rate for LTSS enrollments.
	RFP Section	Question	Answer
6	I-4.B.7	Does OLTL expect one single statewide website, or redundant websites for each Selected Offeror(s)?	Each selected Offeror will be required to maintain an IEB Website.
	RFP Section	Question	Answer
7	III-4	Please clarify if the request to provide customer information for projects referred to in the response is limited to section III-4.C: References or whenever a project is specifically described.	No, customer information is requested for referenced studies or projects as part of an Offeror's prior experience response (Section III-4, p.25) and for contract or agreement cancellations or terminations (III-4C. p. 28) as well as for those projects utilized for references.
	RFP Section	Question	Answer
8	III-4.B.1-12	Please indicate where experience in providing in-home visits and supporting end-to-end waiver application services should be addressed	The Offeror should include this information in describing its Prior Experience in Tab 6.
	RFP Section	Question	Answer
9	III-8.A.1	This section indicates that the Selected Offeror(s) will be afforded up to six months to develop and ramp up services. Given the 16 week Pre-transition period, how will this be arranged, especially for Lot 1, which goes live January 1, 2018?	The Department is allowing a maximum of five (5) months for Readiness Review. A full five (5) month period may not be available for CHC pre-transition activities for Lot 1. Refer to Section III-8.A.2.c and III-8.B.1.c and B. 2 for required CHC Pre-transition data transfers and activities.
	RFP Section	Question	Answer
10	III-8.A2.b.i(III)	Please describe how Offeror(s) are expected to coordinate plan transfers and program transfers if more than one Offeror(s) is selected.	As specified in Section III-8.A.7.g, the selected Offeror(s) must have a process to refer contacts, calls, and inquiries, including web inquiries, from IEB Consumers and other individuals to the

RFP 03-17

INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS

			responsible IEB within three (3) calendar days, and to facilitate transfers between Lots with the responsible IEB. This process must take into account the Department's Dating Rules logic in coordinating plan and program transfers.
	RFP Section	Question	Answer
11	III-8.A.1.3.a.v	What buy-ins are expected to be produced for each item, including brochures, postcards, targeted fliers, small posters, and social media for each Lot?	The Offeror should identify how it will solicit input from various stakeholders on the required materials and items.
	RFP Section	Question	Answer
12	III-8.A.4.a	The RFP states that the Selected Offeror(s) must maintain an Enrollment Center within a 15 mile radius of Harrisburg, PA. If bidders maintain a Central Office in Harrisburg is it permissible to provide call center or other services from an alternate location in another state?	Yes, this requirement has been changed, as follows: Selected Offeror(s) will be required to maintain a Central Office within a 15-mile radius of Harrisburg PA to monitor Enrollment Center operations for compliance with grant requirements. Selected Offerors will have the option to provide services, including call center operations, from the Central Office or from locations outside the 15-mile radius. All services must be provided from a location within the United States.
	RFP Section	Question	Answer
13	III-8.A.7.b.	This section refers to an interface between the IAEs and the Selected Offeror(s). Is this expected to be an electronic interface? If so, please provide details on the characteristics of this interface.	The RFP does not require an electronic interface with the IAE. The selected Offeror(s) should specify how it will develop an <b>effective</b> interface with the IAE.
	RFP Section	Question	Answer
14	III-8.A.7.d	The Community Outreach and Education requirement calls for a minimum of 12 presentations to be completed by the Selected Offeror(s). Is this a minimum requirement for each of the three Lots?	Yes, each selected Offeror will be required to do 12 presentations. Part III is applicable to each Lot individually; as indicated in Part I, Section I-13.B, a separate proposal is required for each Lot.
	RFP Section	Question	Answer
15	III-8.A.7.d	The RFP emphasizes that the Selected Offeror(s) is responsible for being proactive and building partnerships with community-based organizations and advocacy, disability, service groups. Is it correct to assume that that presentations made to	Presentations to community-based organizations and advocacy and disability service groups will count toward the 12 minimum required presentations.

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

		these groups for purposes of outreach and partnership development are not included in the minimum of 12 presentations called for in Section III-8.A.7.d?	
	RFP Section	Question	Answer
16	III-8.A.7.g.	Is the expectation that the Selected Offeror(s) IEB will need to transfer all errantly received paper mail, incoming faxes, emails, web contacts, and voice messages directly to other IEBs, including any supporting documentation? Or does OLTL expect the Selected Offeror(s) to contact the potential applicant/enrollee and have them resend the information to the correct IEB?	The selected Offeror(s) must have a process to directly refer contacts, calls, and inquiries, including web inquiries from IEB Consumers and other individuals to the responsible IEB within three (3) calendar days, and to facilitate transfers between Lots with the responsible IEB. The selected Offeror(s) may provide IEB Consumers with contact information for the responsible IEB as part of this process; however, this alone will not be sufficient to meet the requirement.
	RFP Section	Question	Answer
17	III-8.A.12	Is the Selected Offeror(s) expected to have any responsibilities for responding to requests from the DHS Hotline?	Yes, the selected Offeror(s) will be responsible to respond to all inquiries forwarded by the DHS Hotline, including inquiries regarding the status of an application or plan transfer, referrals of potential LTSS Applicants, and IEB-related complaints.
	RFP Section	Question	Answer
18	III-8.A.14	When will the client begin monitoring Offeror(s) performance standards? Will the Offeror(s) be held to all performance standards prior to implementation, specifically during the 16 week Pre-transition period, when they are recording enrollment choices?	The Department will monitor the selected Offeror'(s') compliance with the performance standards on a periodic basis, as specified in Part III, Section III-10. The selected Offeror(s) will be required to meet those standards that apply to the performance required during the applicable monitoring period. For example, the selected Offeror(s) for Lots 2 and 3 will not be monitored for compliance with standards relating to advance plan selections prior to the CHC pre-transition periods for those Lots.
	RFP Section	Question	Answer
19	III-8.B.2.a.ii	At what point in the application process will an individual be offered the choice between participating in a waiver program or LIFE?	The Department requires the selected Offeror(s) to provide potential LTSS Applicants and LTSS

RFP 03-17

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			Applicants, who are aged 55 or older, with information relating to their available program options, including LIFE, as early in the application process as possible and, thereafter, whenever an individual requests information relating to LIFE or whenever a Participant is considering a plan or program transfer.
	RFP Section	Question	Answer
20	III-8.B.2.a.ii	Do LIFE counties/areas have the same boundaries as CHC Lots, or are there some LIFE counties/areas that are a part of multiple CHC Lots?	LIFE programs may have service areas that fall within more than one Lot.
	RFP Section	Question	Answer
22	III-8.B.2.a.ii	For individuals who are enrolling in LIFE in a CHC Zone, is the application process flow the same as someone who is enrolling in a waiver? If not, what are the differences in process?	Individuals who are enrolling in LIFE in any Zone go through the same clinical and financial eligibility determination processes as other LTSS Applicants. The program eligibility process for LIFE enrollees is different. Instead of the selected Offeror(s) reviewing their program eligibility, LIFE enrollees' program eligibility determinations are made by the LIFE programs.
	RFP Section	Question	Answer
22	III-8.1.a-b	This section requires the Selected Offeror(s) to process LTSS applications to a final determination within 90 calendar days, with no exceptions for delays in the process from entities that the Selected Offeror(s) has no control over (physicians who provide the certifications, IAEs that conduct the Level of Care Determination, and the CAOs that determine financial eligibility). Would OLTL consider modifying to exclude cases where delays beyond the control of the Selected Offeror(s) make compliance with this timeline impossible?	The selected Offeror(s) must manage the LTSS Application process so that final determinations are made within the federally-required 90-day time frame, unless one of the exceptions to the 90-day time frame specified in Part III, Section III-8.C.1.b applies.
	RFP Section	Question	Answer
23	III-8.C.1.d	In this Section, the Department states, "Alternatively, as specified in Part III, Section III-8.C.3.b, the selected Offeror(s) may conduct an in-person visit later in the process for certain LTSS Applicants who have been determined clinically eligible for LTSS." Should Offerors provide workflow and pricing for either providing the in-home visit at the beginning of the application process or later in the application process (following the clinical eligibility determination) or should bidders assume the need to support multiple application workflows for different	The selected Offeror(s) will be required to conduct an in-person visit in the course of facilitating the LTSS application process. Offerors should provide two alternate work flows with their proposals: a work flow in which the visit is conducted for all LTSS Applicants and potential LTSS Applicants at the outset of the process and a work flow in which the

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

		LTSS applicants? If there is the need for multiple application workflows, please identify which LTSS applications should receive the in-home visit at the start of the process versus those who should receive the in-home visit later in the process.	visit is provided to LTSS Applicants who have been determined clinically eligible for LTSS. Offerors may specify which work flow they prefer; however, the Department will determine which work flow will be used. Only one visit during the application process will be required. Selected Offerors will not be required to implement multiple application work flows for different LTSS Applicants.
	RFP Section	Question	Answer
24	III-8.C.2.e.iii	Please clarify the extent of the phone assistance required. Does this include assistance with the financial assistance form (PA600)?	Initial assistance required in Section III-8.C.2.e includes assistance in completing the LTSS Application (PA 600L). Offerors must describe in their proposals how they will provide initial assistance to LTSS Applicant and Potential LTSS Applicants.
	RFP Section	Question	Answer
25	IV-1	Should Offerors assume that Pre-transition costs include initial CHC operational activities from September to December and that the PMPM would not start until the effective date of January 1, 2018? If not, how will the Selected Offeror(s) be paid for activities during the Pre-transition period?	Offerors will propose an all- inclusive price for all pre-transition activities (see cost submittal instructions). The Department will make payments based on the PMPM rate beginning on January 1, 2018.
	RFP Section	Question	Answer
26	Appendix G: Dating Rules	This Appendix outlines the ongoing dating rules for new and transfer enrollments for CHC. Please provide the dating rules for the initial CHC conversion period for each Lot. For example, what is the final cutoff date for voluntary January 1, 2018 CHC enrollments, intelligent assignments, and automatic assignments? Will the IEB need to process a catch up file for individuals who become eligible for CHC enrollment between the date of the initial cutoff and January 1, 2018 effective date for Lot 1 and subsequent Lots?	For Lot 1, all NFI Duals and current LTSS Participants, who are required to or who choose to enroll in CHC, will be transitioned into CHC on November 18, 2017, with CHC enrollment effective January 1, 2018. After November 18th, the selected IEB and DHS will make daily electronic transfers to capture any plan changes or selections made up to 12/31/17. The Dating Rules will apply to plan

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			selections and transfers as of that January 1, 2018. For Lots 2 and 3, the same approach will apply.
	RFP Section	Question	Answer
27	Appendix H: Cost Forms: Cost Submittal tabs for Lot 1, Lot 2, Lot 3	While the population size varies for each Lot, the projected call volume is the same for each Lot. Please provide the methodology for estimating call volume for the various Lots. Please clarify whether this estimated call volume includes assumptions about call volume during the initial CHC conversion for each Lot as we would expect higher than typical call volumes leading up to the January 2018, July 2018, and January 2019 CHC conversion periods.	As indicated, the call volume is statewide; no assumptions were made regarding increased volume during the pre-transition period. Lot information is not available.
	RFP Section	Question	Answer
28	Attachment 6, Cost Verification	Lot 1 requests an all-inclusive price for Pre-transition task. Lots 2 and 3 do not request separate pricing for Pre-transition, but Section III.8.B.2.a states that each Lot will require a Pre-transition period. How are these costs to be included in the cost forms?	A revised Appendix H – Cost Submittal is provided with this Addendum 3. The Pre-transition task will be separately priced for all Lots.
	RFP Section	Question	Answer
29	Attachment 6, Cost Verification	Is the estimated member population for each Lot inclusive of the estimated number of NFI Dual and LTSS Eligibles combined for that Lot?	Appendix F identifies the estimated NFI Dual and LTSS Eligible populations for each Lot. The numbers are not combined.
	RFP Section	Question	Answer
30	Part V – V-2(B) and V-3 (E)(2)	Can you clarify that the SDB/SB percentage commitment is over the initial term of the agreement and not an annual dollar amount?	The SDB/SB percentage commitment is for the initial term of the agreement.
	RFP Section	Question	Answer
31		Would the Commonwealth entertain a second round of Q&A? (After April 18, 2017)	No, the Department has already extended the original deadline.
	RFP Section	Question	Answer
32		Would DHS allow call centers for Lots 1 and 2 to be located in the respective region(s) associated with that Lot or for Lot 3 in a location other than Harrisburg?	Refer to the response to Q 12 and Addendum 3.
	RFP Section	Question	Answer
33		If the Offeror submits the same candidate for two Lots for a key position, can that person obtain just one set of references rather than requiring their reference to submit multiple copies of the references?	No, as indicated in Part I, Section I-13. B a separate proposal is required for each Lot.

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	RFP Section	Question	Answer
34		What are the individual start dates for each Lot? What, if any, requirements for the vendor in a Lot prior to that Lot going managed care? Cost proposal appears to be set up with everything starting December 2017, but Lots 2 & 3 don't go to managed care until 2018 or 2019. Do we go live in each Lot at the same time? What is that date?	The Department expects to execute grants with selected Offeror(s) for all Lots effective August 1, 2017. The selected Offeror(s) for all Lots will be responsible for managing LTSS Applications effective January 1, 2018 and for CHC pre-transition activities and CHC tasks as CHC is implemented in the Lot. For Lot 1, the CHC pre-transition activities will begin in September 2017.
	RFP Section	Question	Answer
35		Lot 1 allows for a pre-transition charge for months of September – December 2017, but the other Lots do not allow for pre-transition charge, is that correct?	No, the Department has revised the pricing for this RFP, please refer to the response to Q28.
	RFP Section	Question	Answer
36		If we are going to submit for all Lots do we need to submit a signed reference letter for each individual Lot or could one signed letter be sufficient?	Refer to the response to Q.33.
	RFP Section	Question	Answer
37		Could we use a reference from one State Department for two separate reference letters if they are from different individuals and for different contracts?	You may use the same state department as a reference for each Lot as long as a separate key personnel reference questionnaire is submitted for each Lot. See response to Q.33.
	RFP Section	Question	Answer
38		Can an IEB subcontract with different entities to conduct enrollment – by region, by population, by anything else?	Yes, but to the extent that an Offeror subcontracts, it must provide the information on each subcontractor as required by Section III-4.
	RFP Section	Question	Answer
39		Can an IEB subcontract different pieces of enrollment to different subcontractors? For example, can options counseling be done by one subcontractor and everything else by another?	Yes, see answer to A38. In addition, even if work is subcontracted, the selected Offeror remains responsible for meeting all project requirements, including those requirements for the processing of LTSS applications. Accordingly, an Offeror proposing to use multiple subcontractors should describe how it will coordinate the work of all subcontractors.



RFP 03-17

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	RFP Section	Question	Answer
40		Would DHS please provide all required forms in a fillable PDF format?	The Department is unable to do so.
	RFP Section	Question	Answer
41	I-13 Proposal Requirements	On the single CD-ROM/Flash Drive, the PDF requested will have Cost and SDB information and will not be separated from the Technical. Can this CD-ROM/Flash Drive still be placed with the original hardcopy of the Technical proposal since all sections are sealed separately, or with what materials would the State like this CD-ROM/Flash Drive submitted?	Yes, the CD-ROM/Flash Drive may be placed with original hardcopy of the proposal.
	RFP Section	Question	Answer
42	I-13.A Proposal Submission	Please confirm that if a bidder has two separate contracts provided within different divisions of the same department, the bidder may use both contracts as references.	Yes, the Offeror may use both contracts as references. Refer to response to Q37.
	RFP Section	Question	Answer
43	I-13.B. e Proposal Format	This section states "Materials provided in any Appendix must be specifically referenced by page number." Many Appendices may be in PDF form in an un-editable format. May Appendices be omitted from the page numbering requirement?	No, page numbering is needed to facilitate review of the proposal.
	RFP Section	Question	Answer
44	I-13.B.1 Technical Submittal	Under what Tab should Offerors respond to Sections III-9 through III-12?	<p>Part I, Section I-13. B.1.a. is deleted and replaced with the following: In response to Part III; the Technical Submittal must include a Transmittal Letter and include Tabs 1 through 18. Offerors must format their responses as follows:</p> <ul style="list-style-type: none"> <li>○ Tab 1: Table of Contents</li> <li>○ Tab 2: Requirements</li> <li>○ Tab 3: Statement of the Problem</li> <li>○ Tab 4: Management Summary</li> <li>○ Tab 5: Prior Experience</li> <li>○ Tab 6: Personnel</li> <li>○ Tab 7: Training</li> <li>○ Tab 8: Financial Capability</li> <li>○ Tab 9: Work Plan</li> <li>○ Tab 10: Grant Turnover</li> </ul>

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			<ul style="list-style-type: none"> <li>○ Tab 11: Service Level Agreements</li> <li>○ Tab 12: Reports &amp; Project Control</li> <li>○ Tab 13: Monitoring Grant Performance</li> <li>○ Tab 14: Objections to Standard Grant Terms and Conditions</li> <li>○ Tab 15: Lobbying Certification &amp; Disclosure</li> <li>○ Tab 16: Conflict-Free requirements</li> <li>○ Tab 17: Corporate Reference Questionnaire</li> <li>○ Tab 18: Key Personnel Reference Questionnaire</li> </ul>
	RFP Section	Question	Answer
45	Pg 36, b. MIS Functions	Please provide a brief description of each DHS system the Contractor will need to access and how the Contractor will use each one.	The selected Offeror(s) will be required to access and interface with CIS, HCSIS and SAMS to complete the enrollment process. The Selected Offeror(s) will receive several files regarding IEB Consumers' enrollment status from CIS on a daily/weekly basis, including COMPASS applications. Selected Offeror(s) will be required to submit applications into COMPASS and forward Forms 1768 to the CAOs electronically. The selected Offeror(s) will be responsible to verify in CIS if an applicant already has MA or is participating in any other LTSS programs. All final enrollments for Fee For Service Waivers will be entered manually into HCSIS or SAMS.
	RFP Section	Question	Answer
46	Pg 37, B.iii Daily Eligibility File	Would DHS please provide a brief summary of major indicators/data fields in the Daily Eligibility File?	The data elements will be provided upon implementation.
	RFP Section	Question	Answer
47	Pg 44, 4.a Location	In order to leverage potentially available existing facilities and therefore offer DHS a lower price, may bidders locate the Enrollment Center outside of the 15 mile radius of the City of Harrisburg, provided they still maintain a regional presence within each Lot?	Refer to response to Q.12.

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	RFP Section	Question	Answer
48	Cost Proposal	Lot one says that implementation will be paid evenly over six months from March to September. Please clarify the exact implementation period for the contractor for lot one including start and end dates.	The Readiness Review task costs will be paid over a five (5) month period: anticipated to be from August through December 2017. For Lot 1, the Pre-transition task will be paid over a four (4) month period; anticipated to be from September 1 through December 31, 2017. For Lot 2, from March 1 2017 through June 30, 2017; and For Lot 3, from September 1, 2018 through December 31, 2018.
	RFP Section	Question	Answer
49	Cost Proposal	Please indicate the exact dates of implementation for each lot.	Refer to the Implementation Chart included with this Addendum 3.
	RFP Section	Question	Answer
50	Cost Proposal	Please indicate the go live date for each lot.	Refer to the Implementation Chart included with this Addendum 3.
	RFP Section	Question	Answer
51	Cost Proposal	Based on previous answers, please confirm that for lots two and three, successful bidders will have to operate in a FFS environment for periods of a year or less.	CHC will be implemented in Lot 2 (SE Zone) in July 2018 and in Lot 3 (L/C, NW and NE Zones) in January 2019. Before CHC is implemented in a Zone, the Zone is a FFS Zone and, the current OLTL HCBS Programs will continue to operate and individuals eligible for LTSS will continue to be enrolled in these Programs. Beginning January 1, 2018, the selected Offeror(s) for Lots 2 and 3 will provide LTSS enrollment assistance to individuals seeking services under the OLTL HCBS Programs and LIFE Programs operating in the FFS Zones until CHC is implemented. After CHC is implemented, the selected Offeror(s) will be responsible for NFI Dual enrollments into CHC and LTSS enrollments into CHC, LIFE, the OBRA Waiver and the Act 150 Program.
	RFP Section	Question	Answer

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

52	Cost Proposal	Is the contractor required to provide services in a FFS capacity in lot one during the pre-transition period?	The selected Offeror(s) will be responsible to provide LTSS enrollment assistance beginning January 1, 2018. Prior to January 2018, the Department's current vendor will provide LTSS enrollment assistance to LTSS Applicants and Potential LTSS Applicants in Lot 1.
	RFP Section	Question	Answer
53	Cost Proposal	Please confirm that pre-transition efforts for lots two and three are to be incorporated into the operational PMPM.	Refer to the response to Q28.
	RFP Section	Question	Answer
54	Cost Proposal	Based on the answer to question 53, please indicate what services are and are not applicable in the scope of work prior to transition.	Refer to the responses to Q.51 and Q.52 and the Implementation Chart provided with this Addendum 3. In addition, refer to Section III-8.A.2.c and B.1.c and 2 for required CHC pre-transition data transfers and activities.
	RFP Section	Question	Answer
55	I-13.a & I-13.f	The RFP requires bidders to respond using 12-point font. May the bidders use a smaller, still readable font for the headers and footers, requirement text, graphics and tables?	Yes, but they must be readable.
	RFP Section	Question	Answer
56	I-13.a & I-13.f	Several requested pre-printed documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.	Yes, but they must be readable.
	RFP Section	Question	Answer
57	Appendices	Can the Agency provide required forms in a fillable PDF or Word format if available?	Refer to the response to Q.40.
	RFP Section	Question	Answer
58	Questions Deadline; Addendum 1	As we continue to finalize and refine our solution, can the agency provide another opportunity to ask additional questions with a new deadline?	No, the Department has already extended the original deadline.
	RFP Section	Question	Answer

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

59	General - Pricing	What is the DHS budget for IEB Services for The Community HealthChoices Program and Other Long-Term Services And Supports Programs for FY 2016-17 and the proposed budget for 2017-18?	The information is not needed to submit a proposal.
	RFP Section	Question	Answer
60	General - Pricing	What is the agency paying currently annually for these services with the existing vendor/s in each lot?	The information is not needed to submit a proposal.
	RFP Section	Question	Answer
61	III-1.G – Fraud and Abuse	Is the expectation that the contract administrators actively investigate fraud/abuse or are they simply creating procedures to identify and turn over problems to the agency to deal with them if they occur?	The selected Offeror(s) will be required to establish and maintain a compliance plan and written policies and procedures for the detection and prevention of Fraud and Abuse by the selected Offeror(s), its employees and subcontractors and to provide a copy of its Fraud and Abuse compliance plan, policies and procedures to DHS during the Readiness Review Period. The policies and procedures must provide for referrals of suspected fraud and abuse to the DHS Bureau of Program Integrity.
	RFP Section	Question	Answer
62	III-8.A.9	Does a website currently exist and is the expectation that one be created for each lot separately?	Each selected Offeror will be required to create and maintain an IEB Website.
	RFP Section	Question	Answer
63	III-8.A.9	It appears that the website will be an enrollment and informational material service only. Is there an expectation of alternate forms of communication such as webchat or email integration?	An Offeror may propose enhancements to the minimum functionality required for the IEB Website.
	RFP Section	Question	Answer
64	III-8.A.9	Are electronic applications to be completed on the IEB website or via existing COMPASS website?	LTSS Applications will be completed on COMPASS. The selected Offeror's (s') IEB Website must include a link to COMPASS.
	RFP Section	Question	Answer
65	III-11, Section S	What are the components of the Consumer Satisfaction Survey? How is the satisfaction measured?	The selected Offeror(s) will be required to solicit IEB Consumer participation in a quarterly individual satisfaction survey, approved by DHS, which, at a

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			minimum, allows IEB Consumers to provide feedback on their overall experience with the IEB, and the eligibility and enrollment process. Offerors should develop and submit a sample consumer satisfaction survey with their technical submittal. See III-8.A.4l Consumer Input and Feedback. Consumer satisfaction will be measured based upon the results of the DHS-approved survey.
	RFP Section	Question	Answer
66	III-10 Section B	It is unclear how Service Level will be measured? It appears that it is 100% of calls answered within 60 secs? If so, would you consider changing that to industry standards of 80 to 85%?	The Performance Standard requires that the monthly average of the answered calls be less than 60 seconds; not 100% of the calls. The Department will not change the Performance Standard.
	RFP Section	Question	Answer
67	III-8.A.3	Can the Agency provide the historical yearly average of large significant publications and communications?	The Department is unable to provide this information at this time.
	RFP Section	Question	Answer
68	III-8.A.3	Can the Agency provide the historical yearly average of small significant publications and communications?	The Department is unable to provide this information at this time.
	RFP Section	Question	Answer
69	III-8.A.4	Can the Agency clarify if the space requirement for one dedicated workspace is separate from the space requirement for a conference room or private office space that accommodates 5 monitoring staff?	The same space can be used to meet both requirements.
	RFP Section	Question	Answer
70	III-8.A.4	Will the winning bidder take over the existing toll-free numbers, PO boxes and email addresses?	No.
	RFP Section	Question	Answer
71	III-8.A.4	Can the Agency clarify the expectations of functionality of the bidder's call answering system to provide "meaningful access" to IEB services?	Meaningful access is based on federal LEP guidance and is fact-dependent. It starts with an individualized assessment that balances four factors: (1) the number or proportion of LEP

RFP 03-17

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			persons eligible to be served or likely to be encountered by the program or grantee; (2) the frequency with which LEP individuals come into contact with the program; (3) the nature and importance of the program, activity or service provided by the recipient to its beneficiaries; and (4) the resources available to the grantee/recipient and the costs of interpretation/translation services.
	RFP Section	Question	Answer
72	III-8.A.4	Can the Agency provide historical data for outbound print/mail - average daily/monthly volume, number of mailings, number of pages, etc.?	The Department is unable to provide this information.
	RFP Section	Question	Answer
73	III-8.A.4	Can the Agency provide historical data for inbound print/mail - average daily/monthly volume, number of mailings, number of pages, etc.?	The Department is unable to provide this information.
	RFP Section	Question	Answer
74	III-8.A.4	Can the Agency provide historical data for website referrals - average daily/monthly volume?	The Department is unable to provide this information.
	RFP Section	Question	Answer
75	III-8.A.4	Can the Agency provide historical data for e-mail referrals - average daily/monthly volume?	The Department is unable to provide this information.
	RFP Section	Question	Answer
76	III-8.A.4	Are printing and postage considered pass-through costs?	No, those costs should be included in the PMPM.
	RFP Section	Question	Answer
77	III-8.A.4	Are the costs for materials development i.e. brochures pass-through costs?	No, those costs should be included in the PMPM.
	RFP Section	Question	Answer

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

78	Appendix H-Cost Submittal	Can the Agency clarify the data provided for “Statewide Avg. Monthly Call Volume” and “Average Speed of Answer (Seconds)” under Baseline Information on the Lot 1, Lot 2 and Lot 3 Cost Submittal tabs - the same value, 25,767 (volume) and 18 (Average Speed of Answer) is listed for each Lot - please confirm if this was intentional.	Yes, refer to response to Q 27. The data listed for each Lot is the Statewide Average.
	RFP Section	Question	Answer
79		Can the agency provide historical enrollment center inbound and outbound call statistics (call volumes, average handle times, abandon rate, answer rate etc.)?	The Department is unable to provide this information.
	RFP Section	Question	Answer
80	III-8.A.13 Training	What training resources and materials will be made available to the new contractor at transition?	Offerors must submit a proposed training plan with their proposals that addresses the training requirements specified in Sections III-6 and III-8.A.13. The Department will determine whether additional training resources and material are necessary based on what the selected Offerors propose and provide. Selected Offeror(s) will be required to develop and maintain Department-approved training procedures and manuals, review those procedures and manuals at least annually, and update them as needed. DHS will consult with selected Offeror(s), as necessary, in the development and modification of training procedures and materials.
	RFP Section	Question	Answer
81	Calendar of Events	Would DHS extend the submission deadline three (3) weeks until June 12, 2017?	No; however, the Department will extend the deadline for proposal response until June 6, 2017.
	RFP Section	Question	Answer
82	I-4. Objectives	Please provide additional information regarding “MIS that supports a person-centered decision making process.”	The MIS system should be designed to promote – not limit or restrict - an individual’s ability to participate and make choices during the eligibility and enrollment process.
	RFP Section	Question	Answer



RFP 03-17

INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS

83	I-4. Objectives	Approximately how much data storage is DHS currently using in the current MIS system?	This information is not needed to submit a proposal.
	RFP Section	Question	Answer
84	I-6 Type of Agreement	The RFP states that if DHS enters into a grant agreement(s) as a result of this RFP it will be a Firm, Fixed Price agreement containing Standard Terms and Conditions....What is the difference between a firm fixed price grant and a firm fixed price contract?	For the Commonwealth, a contract results when an agency is procuring services for the agency while a grant agreement results when an agency is furnishing assistance to individuals in support of an agency program.
	RFP Section	Question	Answer
85	III-1 Requirements. C. Compliance with Applicable Laws	Please provide the definition of “substantial” and “sustained” as they pertain to increases or decreases in enrollment volume.	Whether a “substantial and sustained” increase or decrease in enrollment exists depends on the circumstances that exist at the time of the change and how it impacts the selected Offeror’s(s’) work flow and operations. As specified in the RFP, the selected Offeror(s) will investigate and discuss with DHS the impact of the change on the grant and its requirements and price.
	RFP Section	Question	Answer
86	III-4 Prior Experience. A. References	The RFP states the offeror must disclose any financial assessments or liquidated damages paid within five (5) years preceding the issuance of this RFP that relates to the type of work within the scope of this RFP. Please confirm that this means instances where the offeror is functioning as an Independent Enrollment Broker.	The disclosures are not limited to instances in which an Offeror functioned as an Independent Enrollment Broker. The Offeror must disclose financial assessments or liquidated damages imposed with respect to any contract or agreement that encompassed the type of work included in the RFP. Refer to Section III-4.B.
	RFP Section	Question	Answer
87	III-5, Personnel, A and A.1	Requirements set forth in this section will provide an unfair advantage to an incumbent vendor. Would the Department consider amending this section as follows in in the first and last paragraphs of A. 1. as well as amending Appendix E accordingly? Note: Suggested additional text is in <i>italics</i> , while suggested deleted text is <u>underlined</u> .  1. Key Personnel. For the key personnel listed below, include <i>resumes of candidates including</i> the individual’s name, his or her education	The Department needs this information to evaluate the implementation skills and experience of key personnel and verify that that Offerors recognize the appropriate personnel background needed to address the requirements of the RFP. This information may include years of experience at the current employer or, if a new hire, the number of years of relevant experience. To be clear, the

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

		<p>and experience with an IEB, enrollment assistance, choice counseling or similar type of work, including experience with services for older adults and individuals with disabilities. Indicate the responsibilities each individual will have for the Project. <u>[delete: and how long each individual has been with your company.]</u> <i>With the exception of the Pennsylvania Program Manager, for positions not currently filled, please provide qualified candidate resumes consistent with your submitted job descriptions, and names of references that may be contacted upon contract award. Appendix E shall not be required for candidate resumes other than for the Pennsylvania Program Manager.</i></p> <p>1.a.-1.e. and the subsequent two paragraphs, no changes. In the last paragraph of A.1 we request to read:</p> <p><i>A minimum of three (3) client references for the Pennsylvania Program Manager must be identified and must be outside clients (non-DHS) who can give information on the individual’s experience and competence to perform activities similar to those requested in this RFP. The Offeror must submit Appendix E, Key Personnel Reference Questionnaire for the Pennsylvania Program Manager, directly to the contacts listed. The references should return completed questionnaires in sealed envelopes to the Offeror. The Offeror must include these sealed references with its Technical Submittal under Tab 14.</i></p>	<p>length of experience and skills presented for proposed key personnel are considered in context and only a part of the overall approach and will be scored in context with other elements of the Offeror’s response.</p> <p>If an individual is not currently employed by the Offeror, the Offeror should provide information on its relationship with the individual and whether the individual will be employed or on contract with the Offeror. A selected Offeror must use the key personnel identified in its technical submittal.</p>
	RFP Section	Question	Answer
88	III-5 Personnel	The RFP states that submitted information shall not include personal information that will, or will be likely to, require redaction prior to release of the proposal. Can an offeror protect from discovery under the Right-to-Know Law as proprietary and confidential all candidate resumes of individuals who may be in positions with employers other than offeror and whose name and identifying information could jeopardize their current employment?	In accordance with Section I-19, an Offeror is required to identify any information in its proposal that it considers to be confidential and proprietary. If an Offeror considers this information to be confidential, proprietary or trade secret protected, it should identify the information as such in accordance with Part I, Section I-19C.
	RFP Section	Question	Answer
89	III-5 Personnel	If other than the Project Manager remain designated as key personnel for this procurement, will the Commonwealth consider only requiring three (3) client references for the Project Manager, waiving this requirement for the remaining positions? Candidates may be unwilling to jeopardize their current employment	References are required for all Key Personnel. Offerors may request that the Department not contact the current employer of proposed key

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

		prior to contract award and this requirement could limit presentation of viable candidates in the proposal.	personnel and the Department will honor that request.
	RFP Section	Question	Answer
90	III-8 Work Plan. A2. Management Information System	Specific to iii: please provide information about the DHS assessment software utility that would be necessary to determine system compatibility. Is this software utility tied to an existing information system utilized by the state (e.g., CIS, HCSIS, SAMS, etc.)? Would the Commonwealth accept a general response specific to technology options and preferences for interface and compatibility, followed by a more detailed plan once an offeror can obtain more information from CHC-MCOs and Life programs?	FEI, Inc. is hosting the new assessment tool created by InterRAI to be used beginning in September 2017. This system will exchange data with DHS on new enrollments through import/export utilities. Offerors should be as specific as possible based upon the available information. At a minimum, the Department expects Offerors to demonstrate the technical ability to develop and maintain interfaces and data exchanges and to show how that proven ability can be applied to technical requirements as they are finalized. The Department will refine requirements with selected Offeror(s) once the selections are made.
	RFP Section	Question	Answer
91	III-8 Work Plan. A2. MIS. B MIS Required Functions	The RFP mentions system interfaces and file transfers. Do any of the state's systems support real-time EDI/API interfaces? If so, which systems and what type of interface?	The 1768 Web Service is the only interface that supports real time transition of data. The selected Offeror(s) will be required to generate the 1768 in PDF format for transmission to DHS through a web service with call-back functionality.
	RFP Section	Question	Answer
92	III-8 Work Plan. A2. MIS. B MIS Required Functions	How does DHS envision data capture sufficient for returned mail reports?	The Offeror should propose how it will capture data relating to returned mail reports.
	RFP Section	Question	Answer
93	III-8 Work Plan. A2. MIS. B. MIS	Specific to i(I), please provide a list of all DHS systems an offeror will be required to access along with information about which systems we would be permitted to interface our system with.	The selected Offeror(s) will be required to access CIS, HCSIS and SAMS for application and enrollment processing. DHS uses SeGOV for all data transfers with CIS, excluding the 1768 Web Service interface. Currently, there is no interface available with HCSIS.

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	Required Functions		All enrollments into HCSIS must be entered manually at this time. Offerors may propose the development of an interface with SAMS at their own cost and in coordination with PDA's contractor.
	RFP Section	Question	Answer
94	III-8 Work Plan. A2. MIS. B. MIS Required Functions	Specific to i(VI), if state requested modification would result in significant changes to the offeror's MIS, will the offeror be able to work with the Commonwealth to execute a contract amendment and obtain additional resources if needed?	In the event of such changes, the Department would use the process described in Section III-1.C.2, which includes changes to IT systems.
	RFP Section	Question	Answer
95	III-8 Work Plan. A2. MIS. B. MIS Required Functions	The MIS must have the capability to access DHS systems such as the Department's Client Information System (CIS), the Department's MMIS, and CHC Website. Do these systems/websites offer API functionality? In what capacity should the MIS integrate with these systems?	The RFP currently does not require interface with the Department's MMIS or the CHC website. Refer to the response to Q.93.
	RFP Section	Question	Answer
96	III-8 Work Plan. A2. MIS. B. MIS Required Functions	Specific to the Home and Community-Based Services Information System (HCSIS), the information system used to maintain consumer records centrally for several key OLTL programs, including HCBS waiver programs, does HCSIS offer API functionality? In what capacity should the offeror's MIS integrate with the system?	Refer to the response to Q.93.
	RFP Section	Question	Answer
97	III-8 Work Plan. A2. MIS. B. MIS Required Functions	Specific to the Social Administration Management System (SAMS), the information system used to maintain consumer records centrally for the Aging Waiver, is API available at this point? If not, would an import/export utility as well as custom reports used for data extraction be acceptable?	Refer to the response to Q.93.
	RFP Section	Question	Answer
98	III-8 Work Plan. A2.	Specific to the Pre-CHC Transition File, Daily Eligibility File, Weekly Enrollment/Disenrollment File, Weekly Enrollment/Disenrollment Reconciliation File, COMPASS Referral File, 1768 File, 162 Commit File, Automated Provider	All file types are XML except the 1768 Web Service.

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	MIS. C. Data Transfers	Directory (APD), Response to the Automated Provider Directory, how are these files formatted? What file types are they: csv, excel, text, edi/api, xml?	
99	III-8 Work Plan. A2. MIS. C. Data Transfers	Does DHS have a designated resource for all data transfers and EDI/APIs with all programs, or we would need to contact a specific project manager for program enrollments and dis-enrollments, program and plan transfers, CHC-MCO selections, and PCP selections?	Yes, DHS will provide one contact for all of these functions.
	RFP Section	Question	Answer
100	III-8 Work Plan. c. Data Transfers	If there is a cost to build the bridges and interfaces to other Commonwealth IT vendor's IT systems (e.g., HCSIS, SAMS, CIS, etc.) resulting from a charge by one or more of these vendors will the state or offeror pay for that charge? If it should be included in the proposal and hence cost verification worksheet, please provide these costs by each associated information system.	The selected Offeror(s) will be required to develop an interface with the CHC-MCOs for the APDs and with FEI for assessment data. The selected Offeror(s) will be responsible to determine the costs related to such interfaces, and to identify if and where those costs are included in the cost verification worksheet.
	RFP Section	Question	Answer
101	c. Data Transfers. Xi. Master APD.	Specific to the Provider Directory with Search capability, what format would the data be received in?	The selected Offerors will be required to develop a process for exchange of this data with the CHC-MCOs. Refer to Part I, Section III-8.A.7.e.
	RFP Section	Question	Answer
102	III-8 Work Plan. 3. Communication Requirements. a. LEP Requirements	Specific to iii, please list the five (5) most prevalent languages in Pennsylvania (other than Spanish and English).	Section III-8.A.3.iii. has been changed as follows: Selected Offeror(s) will be required to translate Vital Documents into Spanish. In addition, selected Offerors must include a notice of nondiscrimination and communication taglines in all Vital Documents and other large significant publications. Communication taglines must be in a conspicuously-visible font size (font size no smaller than 12 point) in the fifteen (15) prevalent languages, as designated by the Department. The selected Offeror(s) must also provide oral interpretation services in all languages required to

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			meet IEB Consumers’ needs. Refer Part I, Section III-8.A.3.a.i and iv.
	RFP Section	Question	Answer
103	III-8 Work Plan. 4. Enrollment Center	Specific to a. Location, if an offeror is selected for a Lot that does not include Dauphin County (i.e., is awarded only Lot 2), is it the Commonwealth’s expectation that the offeror still have their enrollment center within a fifteen (15) mile radius of the city of Harrisburg? Or, would it be acceptable to have the enrollment center located within the boundaries of one of the awarded lots?	See response to Q. 12.
	RFP Section	Question	Answer
104	III-8 Work Plan. 4. Enrollment Center. F. Contingency Staffing Plan	It is stated that, if the Department implements new MA programs, the offeror must modify the number of required staff, as needed. Please confirm that changes to the scope of this procurement would result in an opportunity to discuss these changes and the impact they may have on both the staffing and resource needs of the program.	In such situations, the Department will use the process described in Section III-1.C.2.
	RFP Section	Question	Answer
105	III-8 Work Plan. 5. Regional Presence and Office Requirements	With the exception of the location of the enrollment center, would remote staff operating out of home offices within the designated lot meet the requirements of “maintaining a physical presence in each lot?”	No. This requirement has been change to specify that the selected Offeror(s) must maintain a Regional Office in each Zone.
	RFP Section	Question	Answer
106	III-8 Work Plan. E. CHC-MCOs	Specific to cooperating with the CHC-MCOs in exchanging required information and resolving MIS and other issues, please detail the concerns identified by MAAC along with a reference for the source.	At this point, no specific concerns have been identified by MAAC. If and when such concerns are raised, the selected Offeror(s) must have effective policies and procedures to address with the CHC-MCO.
	RFP Section	Question	Answer

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

107	III-8 Work Plan. F. Life	Specific to resolving concerns as identified by MAAC or its subcommittee, BH-MCOs monitoring and quality assurance committees, and advisory groups, please detail all identified concerns and provide a source reference.	Refer to the response to Q. 106.
	RFP Section	Question	Answer
108	9. IEB Enrollment Assistance Website	Specific to having the instructions in prevalent languages, as determined by the Department, about how to obtain the materials on the website in these languages, does the website need to be fully translated into Spanish or other languages?	No. The Offeror may propose how it will meet this requirement.
	RFP Section	Question	Answer
109	9. IEB Enrollment Assistance Website	Specific to the capability for CHC Participants to securely select a PCP, enroll into a CHC- MCO, as well as transfer from one CHC-MCO to another (item VIII), once their identity is set (by logging in or entering a valid name MA/SSN combination) what exactly do they need to be able to do?	The CHC Participant needs to be able to review the Provider Directory, select a PCP and/or MCO, and status.
	RFP Section	Question	Answer
110	III-8 Work Plan. 13. Training. B. Training by DHS	Please provide the number, topics, and duration of training sessions that will be provided by DHS. For each, please specify which staff are required to attend.	This information has not yet been finalized by DHS.
	RFP Section	Question	Answer
111	III-8 Work Plan. B. Tasks Specific to CHC. 1. CHC Enrollment Materials	To estimate postage and handling costs, please provide the estimated number of pages and mailing weight of the pre-enrollment packet and post-enrollment packet. Also provide the same for the return items from the pre-enrollment packets.	LTSS Pre-Enrollment packets include 15-20 pages. Post-Enrollment packets for both LTSS and NFI-Dual Participants include up to 5 pages.
	RFP Section	Question	Answer
112	III-8 Work Plan. C. Tasks	Specific to i, please provide the total number of LTSS applicants for each of the LTSS category groups (i.e., those captured within Appendix F) for the FY 2015-2016. If possible, please provide this data broken down by county and month.	Appendix F is being amended to include additional historical enrollment information for FY 15-16 by month. Monthly enrollment information is not

RFP 03-17

INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS

	Specific to LTSS		available by county. Refer to the revised Appendix F provided with this Addendum 3.
	RFP Section	Question	Answer
113	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to 1.c.i, please provide the number of LTSS applicants who are MA Consumers for each of the LTSS category groups (i.e., those captured within Appendix F) for the FY 2015-2016. If possible, please provide this data broken down by county and month.	The enrollment numbers in Appendix F are MA Consumers. Refer the revised Appendix F provided with Addendum 3 for additional monthly enrollment data for FY 15-16, and a snap shot of enrollment data by county for September 2016.
	RFP Section	Question	Answer
114	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to 2.a.ii.(III), if website or email referrals are not received during regular business hours, should the date of referral be the next business day?	Yes. The requirement has been clarified to specify that the referral date will be the next business day if the referral is made or transmitted to the IEB outside of regular business hours.
	RFP Section	Question	Answer
115	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to 2.d.i(II), in cases where the offeror is unable to reach the potential LTSS applicant by phone and subsequently sends a letter, does this delay count towards the 90-day required enrollment period as it pertains to penalties given the delay was not within the offeror's control?	The selected Offeror(s) is only required to send a follow-up letter to a "Potential LTSS Applicant" whom the selected Offeror(s) has not reached by telephone. The letter will inform the Potential LTSS Applicant to contact the selected Offeror(s) within 30 calendar days to <b>initiate</b> the LTSS Application process. Because a "Potential LTSS Applicant" has not yet submitted an LTSS Application, those 30 days do <b>not</b> count toward the required 90-day period for determination of an LTSS Application. Refer to Section III-8.C.1.a (Unless one of the enumerated exceptions applies "a final determination on an LTSS Application must be made within ninety (90) calendar days of the LTSS Application Date") and the definitions of "LTSS Application Date" and "Potential LTSS Applicant" in Appendix N.



RFP 03-17

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			<p>The selected Offeror(s) is also required to make three telephone calls to LTSS Applicants who filed COMPASS applications or a hard-copy applications with the CAO to confirm that they intend to continue with the LTSS application process. If, after making three attempts, a selected Offeror is unable to contact the LTSS Applicant by telephone, the selected Offeror is required to send a 1768 Denial Form to the CAO to close the LTSS Application. The selected Offeror(s) is not required to send a follow-up letter to LTSS Applicants.</p>
	RFP Section	Question	Answer
116	III-8 Work Plan. C. Tasks Specific to LTSS	<p>Specific to e.iv., it is stated that the offeror would explain to the individual or his or her representative that they may contact the PA Link to request PCC if they need additional assistance to complete the LTSS Application or with the LTSS Application process. Within section h. on page 79, there is also reference to referring individuals to the PA Link to request help until they are enrolled or if they need assistance with navigating the enrollment process. Please explain the Commonwealth's expectations of PA Link regarding assistance with completing the LTSS Application, including the PA 600L, and assisting in the enrollment process. Please clarify the roles of the PA Link and the IEB in providing PCC and application assistance.</p>	<p>The selected Offeror(s) will be required to assist an IEB Consumer complete an LTSS Application when providing initial assistance to the individual and to perform the other tasks specified in Section III-8.C to facilitate the LTSS eligibility and enrollment process. The selected Offeror(s) will not be required to provide assistance in completing the LTSS Application beyond that which can be provided in the context of the initial assistance. The selected Offeror(s) are required to refer individuals who need additional assistance in completing the LTSS Application to the PA Link. Refer to III-8.C.2.e.iv and v. The PA Link's role will be to connect individuals to local services/supports through any Link partner agency, explore existing options to ensure a secure plan for independence, assist consumers with applications to determine funding eligibility, and help consumers remain or return to their community because of a disability, an illness or accident, or to transition from an institution back to the community. Primarily, the Link will provide information and may offer support through person</p>

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

			centered counselors to navigate access to needed services.
	RFP Section	Question	Answer
117	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to vi, is it the Commonwealth’s expectation that all of the applicant’s designated contacts (up to 5) be able to access status updates directly through the offeror’s website? Will verbal authorization for release received from the applicant (or potential applicant) be acceptable, or must the offeror request and receive signed authorization before providing status updates to contacts who are not legal representatives?	The Offeror should propose how it will meet this criteria while maintaining compliance with HIPPA requirements.
	RFP Section	Question	Answer
118	III-8 Work Plan. C. Tasks Specific to LTSS	To estimate postage and handling costs, specific to f, please provide an estimated number of pages that are included within a LTSS Application Packet as well as estimated weight.	See the response to Q. 111.
	RFP Section	Question	Answer
119	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to j, the selected offeror is not responsible to provide enrollment assistance to an LTSS Applicant or potential Applicant in an LTSS FFS Zone if the individual is applying to receive MA nursing facility services or ICF/ORC services. Does this mean that the selected offeror is not responsible for making in-home visits for this group?	The selected Offeror(s) is not required to provide enrollment assistance to individuals in FFS Zones who are applying for MA nursing facility services or who are applying to receive services in an Intermediate Care Facility for Individuals with Other Related Conditions (ICF/ORC).
	RFP Section	Question	Answer
120	III-8 Work Plan. C. Tasks Specific to LTSS. 3. LTSS Eligibility Determination	Specific to a.i., does the physician who signs the MA-51 have to be the applicant’s primary care physician, or could any physician licensed in the state of Pennsylvania sign the MA-51 if the applicant consents to this? If yes, could the physician be an employee of the Independent Enrollment Broker?	The physician who signs the MA 51 must be a licensed physician in the state in which he or she practices and an enrolled MA provider. The physician may not be employed by the IEB.
	RFP Section	Question	Answer

RFP 03-17

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

121	III-8 Work Plan. C. Tasks Specific to LTSS. 3. LTSS Eligibility Determination	Specific to a.i., the offeror will send a Physician Certification form to the LTSS Applicant's physician. Please provide a copy of the current LTSS Physician Certification form. Is the offeror able to propose a new or modified form for this purpose?	The Department's current Physician Certification form is available at <a href="http://www.dhs.pa.gov/cs/groups/webcontent/documents/form/s_002559.pdf">http://www.dhs.pa.gov/cs/groups/webcontent/documents/form/s_002559.pdf</a> . The Offeror can propose modifications to this form as part of their proposal; however, the selected Offeror(s) must use the Department's form.
	RFP Section	Question	Answer
122	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to b., please define Fee for Service (FFS) Zone. Is this meant to include those zones that have not had CHC implemented yet?	Yes – a FFS Zone is a Zone in which CHC is not yet operational. Refer to definition of LTSS FFS Zone in Appendix N.
	RFP Section	Question	Answer
123	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to b.ii(I), please provide a copy of the tool designated by DHS to be used in assessing the applicant's needs. If this tool is electronic, please provide information about the location or data system the tool is part of. Approximately how long does it take to administer the designated tool?	The Department's current tool is the MA 550 CMI, a copy of which is attached to Addendum 3. The Department estimates that, on average, it takes between 30-60 minutes to complete.
	RFP Section	Question	Answer
124	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to c.iii, the offeror will make a recommendation to DHS as to whether the LTSS Applicant meets the program eligibility requirements. Will DHS authorize the decision before the offeror submits the PA 1768 Approval form to the CAO? If so, what is the average and range of days that it will take to receive this authorization?	This requirement has been clarified to specify that, for OLTL HCBS Waivers, other than the OBRA Waiver, the selected Offeror(s) will make the program eligibility recommendation to DHS by issuing the 1768 Approval to the CAO. For the OBRA Waiver and ineligibility determinations, the selected Offeror will transmit the recommendation to OLTL for final determination. The average number of days for OLTL review is 1-2 days.
	RFP Section	Question	Answer
125	III-8 Work Plan. C.	Specific to 7.c., do the IAE and CAO have a process for expediting reviews? If so, please provide the expedited timeframe and process. If not, can the selected	Each individual AAA and CAO has its own processes for expediting reviews. Offerors may propose how

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

	Tasks Specific to LTSS	offeror work with the IAE and CAOs to develop expedited processes and timelines for their reviews?	they will coordinate with the IAE and CAO to develop expedited processes and timelines.
	RFP Section	Question	Answer
126	III-8 Work Plan. C. Tasks Specific to LTSS	Specific to 9, please provide the historic number of appeals broken out by participant group, county, and month over the FY 2015-2016. Please provide the historic number of hearings broken out by participant group, county, and month over the FY 2015-2016.	This data is not available at this time.
	RFP Section	Question	Answer
127	III-9 Grant Turnover, III-10 Service Level Agreements , III-11 Reports and Project Control, III-12 Monitoring Grant Performance, III-13 Objections and Additions to Standard Contract Terms and Conditions	With respect to sections III-9 through III-13, would the Department please confirm that answers to these sections should be contained within Tab-6 (Work plan) of a submitted proposal.	Refer to the response to Q.44.
	RFP Section	Question	Answer

**RFP 03-17**

**INDEPENDENT ENROLLMENT BROKER FOR THE COMMUNITY HEALTHCHOICES PROGRAM & OTHER LONG-TERM SERVICES & SUPPORTS PROGRAMS**

128	III-9. Grant Turnover	Specific to B, if one exists, please provide a copy of the current vendor's Turnover Plan, including all documents/information that aligns with items #1-#8 of this section.	The turnover plan will be provided to the selected Offeror(s).
	RFP Section	Question	Answer
129	III-10. Service Level Agreements	May all of the Performance Standards and Non-Compliance Amounts Owed (penalties) be negotiated once an offeror(s) has been selected for negotiation?	Offerors must submit their proposal based on Part III, Section III-10 Service Level Agreements; however, the Department will consider additional, and/or changes to the SLA as part of grant negotiations.
	RFP Section	Question	Answer
130	III-10. Service Level Agreements	Specific to the application process, can the exceptions be determined in collaboration with the Department during and after contract negotiations?	No, Offerors must submit their proposal based on the application process defined in the RFP.