

Managed Care Enrollment Broker Services
RFP# 15-14275
Due: February 3, 2015

Question Number	RFP Section Reference	RFP Page Number	Question	DHMH Response
1.	1.2	7	Please confirm auto-assignments are done by the State.	Yes, auto assignments are completed by the State.
2.	1.4.5	12	Would the State please estimate the date of contract commencement?	Tentatively, the contract award date will be approximately 3 months prior to the anticipated contract start date of 10/1/15.
3.	2.1	29	Are the experience requirements specific to Medicaid enrollment broker experience?	As indicated in Section 3.1, the State is soliciting an Enrollment Broker for Medicaid's Health Choice Program. Under Section 1.15, the Contract will be awarded to the responsible Offeror whose proposal is most advantageous to the State, considering price and evaluation factors. As part of the Technical Proposal, Offerors must include references capable of documenting the ability to provide the services in the RFP (Section 4.4.2.9), include past experience on similar projects and services (Section 4.4.2.8) and provide resumes showing experience related to the Scope of Work (Section 4.4.2.7). See also Section 5.2.2. Accordingly, although Medicaid experience is not specifically listed as a minimum criteria in Section 2.1, it is an important aspect of the services and will be considered in reviewing the Technical Proposals.

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4.	3.2.2.3	32	Please define "administrative transfers."	As stated in Section 3.2.2.5 of the RFP, administrative transfers will be the responsibility of the Vendor in the event an MCO withdraws from the Program.
5.	3.2.2.3	36	Is the Annual Right to Change period statewide for all enrollees or is it anniversary-driven?	The Annual Right to Change period is driven by the recipients anniversary date in the MCO. Recipients must be enrolled for 12 months in the same MCO in order to exercise their right to change MCOs.
6.	3.2.2.4	36	How is the Contractor notified of Administrative Enrollments?	The Vendor is notified of administrative enrollments by transaction type sent on the daily enrollment file.
7.	3.2.2.5	37	Are bidders expected to accommodate an unspecified and potentially unlimited number of administrative transfers into their pricing?	In the event an MCO withdraws from the program, administrative transfers will be the responsibility of the Vendor to complete therefore including this type of occurrence into the bidders pricing is the up to the Vendor to decide.
8.	3.2.2.5	37	Does the State have historical information from the last five years on how often MCOs withdraw or reduce their service areas and the population that was impacted?	In the last five years, the State had one MCO withdraw from the HealthChoice Program. MCOs are only allowed to make changes to their service areas annually.
9.	3.2.2.5	37	Can the State also provide any timeframe requirements for the transfer of enrollees to occur when a plan withdraws or reduces services (i.e. 30 day, 60 days, etc)?	Please see COMAR 10.09.63.06 A. (1) (g) for requirements.
10.	3.2.3.1	38	If an e-mail address is not available for enrollees who make a plan selection via the web, would a mailed confirmation notice be acceptable in lieu of a phone call?	Yes, a mailed confirmation notice is acceptable however a phone call is preferred.

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11.	3.2.4.1	39	How many mailed-in enrollment forms are returned on a monthly basis?	Approximately 2,900 enrollment forms are completed and returned for processing each month. This represents 17% of all processed monthly enrollments.
12.	3.2.4	40	Please confirm there is no confirmation or auto-assignment notice that is the responsibility of the Contractor.	The Department is responsible for auto assigning a recipient to an MCO. Once the auto assignment is complete, a transaction is sent to the Vendor for processing and forwarding to the MCO.
13.	3.2.7	48	Does the requirement for general operations to be located within 5 miles of 201 West Preston Street include call center operations?	Yes, the requirement for general operations to be located within 5 miles of 201 W. Preston Street includes call center operations.
14.	3.2.7	48	Does the requirement for general operations to be located within 5 miles of 201 West Preston Street include mailing operations? If so, would the Department consider relaxing this requirement to better allow bidders to engage in subcontracting relationships in order to meet the MBE/WBE requirements?	No, the requirement for general operations to be located within 5 miles of 201 W. Preston Street does not include mailing and fulfillment operations.
15.	3.2.7.3	49	Please provide approximate dates on when each of the items on the equipment list will be made available to an incoming Contractor.	Items listed on the Inventory/Equipment list will be available to an incoming vendor on or about July 1, 2015.
16.	3.2.7.4	49	Would the State please provide the current Contractor's staffing plan?	This information is confidential and proprietary.
17.	3.2.7.5	50	What are the specific positions the Department recognizes as key personnel for this project?	As defined on Page 50 of the RFP, key personnel are defined as all executive, director or management level positions assigned to the contract.

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18.	3.2.8.2	57	Please clarify the requirement of readiness review, given that many systems and operational requirements will not be in place by August 17-19, 2015.	Since the transition period is anticipated to begin on or about July 1, 2015, the requirement of the readiness review is expected to be conducted by the Department on or about August 17-19 2015.
19.	3.2.8	55	How many months does the Department anticipate the successful Contractor will have for transitions?	The transition period for this contract is 90 days.
20.	3.6.3	62	If the vendor had posted and interviewed for the key staff, but did not find any of the candidates ideal, would the damage still apply?	As long as the vendor is exercising due diligence in the interview process then the damages will not be applied.
21.	3.6.3	62	By vacant, does that mean actually onsite within 30 days or that the offer of employment has been accepted by the candidate within 30 days?	As long as the offer of employment has been accepted by the candidate within 30 days then damages will not be applied.
22.	3.6.3	62	For the web response time requirement of 4 seconds, how does the State intend to measure this metrics?	The State will measure the Web response time as a metric which will be included in the weekly status report.
23.	3.6.3	62	Is the vendor expected to have a 4 second response time for individuals who use a dial-up connection for the internet?	The Vendor is expected to have a 4 second response time for all online enrollments regardless of an individual's web connection capability.
24.	4.2.2	66	May bidders submit electronic copies of technical and financial proposals in PDF format, provided they are searchable?	As stated in Section 4.4.2 of the RFP, an electronic version on CD or DVD of the technical proposal must be submitted in Microsoft Word format. The financial proposal must be submitted in Microsoft Word or Microsoft Excel formats.
25.	Attachment P	162	Would the State please provide the number of calls per month for the last 12 months?	The number of calls received on average per month for CY 2014 was 32,000.

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26.	Attachment P	162	Would the State please provide a list of all mailing quantities, by type, for the last 12 months?	The following mailing types and quantities for CY 2014 are: New Enrollment Packets= 264,601, Provider Network Directories= 10,039, Reminder Notices= 200,049
27.	Attachment P	162	The number of monthly enrollment packets mailed (17,300) and the cost of postage per enrollment packet (\$2.41) is unchanged from the 2011 RFP. Given the changes in the population size served as well as postage rates, would the State please confirm that the data provided is current?	The information provided in Attachment P is an average over a 2 year period and is accurate and current.
28.	Attachment P	162	Could the State please indicate approximately how many of the monthly enrollment packets are mailed (and include postage) versus the number that are distributed in other manners (and do not include postage)?	All monthly enrollment packets are mailed.
29.	Attachment V	168-169	Please indicate other items such as the PCs and phone system that will be available to the successful Contractor.	As referenced in Appendix 16, the Avaya S8500 Telephone System will be available to the successful Vendor. Additionally, approximately 85 Desktop Dell and Lenova PCs and 40- 20" Flat Panel Dell Monitors will be available to the successful Vendor.