

REQUEST FOR INFORMATION

DEPARTMENT OF HUMAN SERVICES MED-QUEST DIVISION

No. RFI-MQD-2016-003

Dental TPA Services for the State of Hawaii Medicaid Population

The State of Hawaii, through its Medicaid agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is issuing this Request for Information (RFI) to seek information and comments to prepare a Request for Proposal (RFP) to provide dental claims processing and dental care administrative services for the Hawaii Medicaid Program. The information received through this RFI will assist DHS in preparing the RFP.

The DHS may engage in informal discussions, but, neither the purchasing agency nor interested parties responding have any obligation under the RFI. Please note that participation is optional, and it is not required to respond to any subsequent DHS procurement.

Copies of the scope of services may be downloaded at:

<http://spo3.hawaii.gov/notices/notices>

To receive a copy of the RFI by mail, fax or email, please contact Dona Jean Watanabe at (808)692-7973 or dwatanabe@medicaid.dhs.state.hi.us.

Responses to this RFI are due on December 29, 2015, 2:00 p.m. Hawaii Standard Time (H.S.T.). Please mail or deliver one (1) original and one (1) copy of the response with an electronic version stored in Microsoft Word 2010 or lower to:

Ms. Leslie Tawata
c/o Dona Jean Watanabe
Department of Human Services/Med-QUEST Division
c/o 1001 Kamokila Boulevard, Suite 317
Kapolei, HI 96707

The DHS reserves the right to incorporate or not incorporate any suggestions in the solicitation, if issued, for a contract, any recommendations presented in responses to this RFI and development of a Request for Proposals.

Rachael Wong, Director
Department of Human Services

**Dental Third Party
Administrative (TPA) Services
for the State of Hawaii Medicaid
Population**

**Request For Information
No. RFI-MQD-2016-003**

**Department of Human Services
Med-QUEST Division
December 11, 2015**

INTRODUCTION

Reason for the RFI

The State of Hawaii, through its Medicaid agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is issuing this Request for Information (RFI) to seek information and comments to prepare a Request for Proposal (RFP) to provide dental claims processing and dental care administrative services for the Hawaii Medicaid Program.

The Med-QUEST Division (MQD) is the unit within the Department of Human Services (DHS) that administers Hawaii's Medicaid program. Medicaid, a federal and state partnership program created by Congress in 1965, provides medical assistance benefits to qualified uninsured and underinsured through the QUEST Integration (QI) program.

Hawaii Medicaid covers approximately 336,680 individuals, per 2015 first quarter Public Summary Report. In addition to asset and income limits, the basic eligibility requirements for Medicaid include being 1) a U.S. citizen or qualified alien; 2) a Hawaii resident; and 3) not residing in a public institution such as prison or the State psychiatric hospital. The eligibility Medicaid population under the provision of the Affordable Care Act of 2010 have different income thresholds and are not subject to an asset limit.

The information received through this RFI will assist DHS in preparing the RFP. The DHS will be seeking vendors with the ability to process claims as well as provide a system for the direction, coordination, monitoring and tracking of services received by the QUEST Integration member on a statewide basis.

Background

Hawaii Medicaid dental benefits are for eligible Medicaid beneficiaries. The DHS requires services of a benefit management company that will be responsible for processing claims and managing the dental benefits of eligible beneficiaries covered by Medicaid. The Hawaii Medicaid dental benefits include all required preventive dental services (including dental health education and anticipatory guidance); dental services for EPSDT eligible children; medically necessary dental services for children; and emergency dental services for adults.

RFI Response

Assuming that the DHS pursues a competitive Request for Proposal (RFP) to provide dental coverage through a managed care system Statewide, please provide responses to the following inquiries based on how your organization would propose to provide services to this population.

1. What recommendations can you make to the DHS about how best to administer dental benefits to our eligible Medicaid beneficiaries? Are there any special considerations that should be taken into account and included in this RFP?
2. What recommendations do you have regarding appropriate staffing in the program, needed infrastructure, or organization?
3. Are there appropriate strategies that should be included to ensure the most efficient and appropriate use of resources?
4. Based on your organization's experience of Medicaid, please provide the DHS with any suggestions or recommendations that may assist in developing a realistic and reasonable RFP.
5. If the DHS was able to secure additional funding from the legislature would it be beneficial to expand dental benefits to the Medicaid adult population? What would this program look like?
6. Are there new ideas or technologies that could improve services to dental beneficiaries and if so, how would it be utilized?

RESPONSE SUBMISSION

RFI submission must include name, organization (if applicable), and contact information of person/organization submitting the response.

Responses to this RFI are due by December 29, 2015, 2:00 p.m., Hawaii Standard Time (HST). Please indicate on the cover "Medicaid TPA Dental Services RFI Response/RFI-MQD-2016-003" and mail or deliver one (1) original, one (1) copy, and an electronic version stored in Microsoft Word 2010 or lower to:

Ms. Leslie Tawata
Department of Human Services/Med-QUEST Division c/o
1001 Kamokila Boulevard, Suite 317
Kapolei, HI 96707

Electronic responses are required for submission in RFI process. Only Medicaid clients may provide hard copy responses without electronic submission.

CONFIDENTIAL INFORMATION

If respondents believe that portions of their RFI response should remain confidential, respondents shall clearly identify that portion of their response they wish to maintain as confidential and include a statement detailing the reasons that the information should not be disclosed. Such reasons shall include specific harm or prejudice that may arise. The DHS Director and the MQD Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent should any information which was requested to be confidential become part of public distribution/information.

COST OF RESPONSE

DHS will not reimburse any respondent for the cost of preparing and submitting a response to this RFI.

USE OF INFORMATION

The Department reserves the right to incorporate in a solicitation, if issued, for such a contract, any recommendations presented in responses to this RFI. Please note that participation in this RFI process is optional and is not required in order to respond to any subsequent procurement by the Department. Neither the Department nor the responding party has any obligation under this RFI.

If there are any questions or clarifications to this RFI, please contact Ms. Leslie Tawata at ltawata@medicaid.dhs.state.hi.us or 808-692-8052.