

State of Hawaii
Department of Human Services/Med-QUEST Division

Amendment # 1
Issued on: January 25, 2008

For Requests for Proposals RFP-MQD-2008-012

QUEST Expanded Access (QExA) Enrollment Counselor for Medicaid Eligible Individuals who are Aged, Blind, or Disabled

#	RFP Section #	RFP Language	Amendment
1	30.210.5, first sentence Transition Period Enrollment	Sentence reads: Sixty (60) days prior to commencement of QExA health plan services to enrollees, potential enrollees will be required to select a health plan.	Sentence is amended to read: Ninety (90) days prior to commencement of QExA health plan services, to enrollees, and potential enrollees will have sixty (60) days be required to select a health plan. The State will use the thirty (30) days between enrollee health plan selection and date of commencement of QExA services for transition of enrollees from FFS to health plans.
2	30.410 Definitions	Language Reads: Pre-Transition Period: The period between the time that this Contract is executed and the Transition Period.	The definition is deleted.
3	40.110.5, first sentence Reading Level	Language reads: The Contractor shall design all printed outreach materials at the 6.9 grade reading level.	Language is amended to read: The Contractor shall design all printed outreach materials at no more than the 6.9 grade reading level.
4	40.110.6, first sentence Written Translation requirements	Language reads: The Contractor shall distribute all outreach materials in English, Ilocano, Tagalog, Mandarin Chinese and Korean and at the 6.9 grade reading level.	Language is amended to read: The Contractor shall distribute all outreach materials in English, Ilocano, Tagalog, Mandarin Chinese and Korean and at no more than the 6.9 grade reading level.
5	50.310.1, paragraph Call Center, General Requirements	Section reads: The Contractor shall operate a Call Center with a dedicated, toll-free contact number (the same dedicated number for all islands). The Contractor's Call Center shall have dedicated enrollment counselors to respond to inquiries from enrollees and potential enrollees.	Section is amended to read: The Contractor shall have a fully operational Call Center with a dedicated, toll-free contact number (the same dedicated number for all islands) at least ninety (90) days before commencement of QExA health plan services. The Contractor's Call Center shall

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			have dedicated enrollment counselors to respond to inquiries from enrollees and potential enrollees at least one-hundred and twenty (120) days before commencement of QExA health plan services.
6	80.320, First paragraph and first sentence in second paragraph Community Education and Outreach	Language reads: The applicant shall: A. Explain how it will communicate effectively with potential enrollees and distinguish these communications from overall awareness efforts (through community outreach, radio PSAs, etc.); and B. Discuss the critical design considerations necessary for an informational DVD for potential enrollees. The responses for (A) and (B) must take into account non-English populations, populations with hearing and visual impairments, populations with limited literacy, and populations with cognitive impairments and other special health care needs.	Language is amended to read: The applicant shall: A. Explain how it will communicate effectively with potential enrollees and distinguish these communications from overall awareness efforts (through community outreach, radio PSAs, etc.); Describe the hardest-to-reach potential members and discuss its specific approach for educating these persons about the QExA program and upcoming transition; B. Provide an operational summary as to how it will reach out to family members and other caregivers of potential enrollees (who often do not reside with the potential enrollees) in order to educate these individuals about the QExA program and upcoming transition; and C. Discuss the critical design considerations necessary for an informational DVD for potential enrollees. The responses for (A) and (B) through (C) must take into account non-English populations, populations with hearing and visual impairments, populations with limited literacy, and populations with cognitive impairments and other special health care needs.

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7	Section 80.340, last bullet Community-Based Counseling	Bullet reads: D. If applicable, how the applicant will incorporate the outbound contacts requirement into its field operation.	Bullet is amended to read: D. If applicable, h How the applicant will incorporate the outbound contacts requirement into its field operation, particularly to ensure that persons with low literacy receive appropriate assistance.
8	90.200, first bullet Description of In-Scope Costs	Bullet reads: • PRE-TRANSITION. Covers activities, most of which are expected to be implementation or outreach related, that precede the first day of the Transition period. Costs incurred in this phase are inherently non-recurring.	Bullet is amended to read: • PRE-TRANSITION PRE-IMPLEMENTATION. Covers activities, most of which are expected to be implementation or outreach related, that precedes the first day of the Transition Full Implementation period. Costs incurred in this phase are inherently non-recurring.
9	90.200, second bullet Description of In-Scope Costs	Bullet reads: • QExA INITIAL IMPLEMENTATION. The operation of Enrollment Counselor functions during the Transition period and the QExA Implementation period. The total duration of this time period is one-hundred-and-fifty (150) days. As this time period occurs only once in the life of the Enrollment Counselor contract, the costs associated with operating Enrollment Counselor functions during this period are inherently non-recurring.	Bullet is amended to read: • QExA INITIAL IMPLEMENTATION QExA INITIAL IMPLEMENTATION FULL IMPLEMENTATION. The operation of Enrollment Counselor functions during the Transition period and the QExA Implementation period. The total duration of this time period is one hundred and fifty (150) days. The one-hundred and eighty- (180-) day period that begins with the transition period enrollment and continues until the end of the Initial Implementation period. The Enrollment Counselor operation will likely experience its highest work volume during this time. As this time period occurs only once in the life of the

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			Enrollment Counselor contract, the costs associated with operating Enrollment Counselor functions during this period are inherently non-recurring.
10	90.200, third bullet Description of In-Scope Costs	Bullet reads: <ul style="list-style-type: none"> STEADY STATE. The operation of Enrollment Counselor functions after the completion of the QExA Transition and Implementation period, which would include annually recurring open enrollment and other periods, including but not limited to those periods described in section 50.320.2. In its business proposal the applicant shall include the average cost of operating these functions for each twelve-month period following the conclusion of the QExA Transition and Implementation period. 	Bullet is amended to read: <ul style="list-style-type: none"> STEADY STATE. The operation of Enrollment Counselor functions after the completion of the QExA Transition and Implementation period Full Implementation, which would include annually recurring open enrollment and other periods, including but not limited to those periods described in section 50.320.2. In its business proposal the applicant shall include the average cost of operating these functions for each twelve-month period following the conclusion of the QExA Transition and Implementation period Full Implementation.
11	100.500 Business Proposal Review 1 st and 2 nd Examples on page 174	Language reads: <i>EXAMPLE:</i> In Exhibit X, these weights are set as follows: 25 percent to the Pre-Transition phase, 55 percent to the QExA Initial Implementation phase, and 20 percent to the Steady State phase. These weights are then applied to the maximum points that can be awarded to a business proposal. As a result, the maximum points that an applicant can receive for having the lowest cost for a particular project phase are: 75 points (300 x 25%) for Pre-Transition, 165 points (300 x 55%) for QExA Initial Implementation and 60 points (300 x 20%) for Steady State.	Language is amended to read: <i>EXAMPLE:</i> In Exhibit X, these weights are set as follows: 25 percent to the Pre-Transition Pre-Implementation phase, 55 percent to the QExA Initial Implementation Full Implementation phase, and 20 percent to the Steady State phase. These weights are then applied to the maximum points that can be awarded to a business proposal. As a result, the maximum points that an applicant can receive for having the lowest cost for a particular project phase are: 75 points (300 x 25%) for Pre-Transition Pre-Implementation , 165 points (300 x 55%) for QExA

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		<p>EXAMPLE: In Exhibit X, Applicant 3 receives 75 points for having the lowest Pre-Transition costs. Applicant 1's Pre-Transition costs are ten percent higher than Applicant 3's; as a result Applicant 1 is awarded 67.5 points for its Pre-Transition business proposal. The 67.5 points awarded to Applicant 1 are 90 percent (100%-10%) of the points awarded to the lowest-cost applicant for the Pre-Transition phase (conversely, the 67.5 points are 10 percent less than the points awarded to Applicant 3).</p>	<p>Initial Implementation Full Implementation and 60 points (300 x 20%) for Steady State.</p> <p>EXAMPLE: In Exhibit X, Applicant 3 receives 75 points for having the lowest Pre-Transition Pre-Implementation costs. Applicant 1's Pre-Transition Pre-Implementation costs are ten percent higher than Applicant 3's; as a result Applicant 1 is awarded 67.5 points for its Pre-Transition Pre-Implementation business proposal. The 67.5 points awarded to Applicant 1 are 90 percent (100%-10%) of the points awarded to the lowest-cost applicant for the Pre-Transition Pre-Implementation phase (conversely, the 67.5 points are 10 percent less than the points awarded to Applicant 3).</p>
12	Appendix F Proposal Budget Schedule		Replace Appendix F with revised Appendix F
13	Appendix G Business Proposal Evaluation Tool		Replace Appendix G with revised Appendix G