

NEIL ABERCROMBIE
GOVERNOR



P. ATRICIA MCMANAMAN
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Health Care Services Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

Orientation for RFP-MQD-2011-003

Time/Date: 9:00 a.m. Monday, August 15, 2011

Location: Kakuhihewa State Office Building, 601 Kamokila Blvd. Rm. 577A/B

1. Welcome and Introductions
2. Purpose of this RFP
3. Purpose of this Orientation
4. Timeline
5. Overview of the RFP
6. Questions and Answers
7. How to submit written questions
8. Conclusion

Summary of QUEST Request for Proposals (RFP)

Section	Items of Interest
21.200	Submission of Proposals
30.320/ 30.330	Change QUEST-Net and QUEST-ACE to 133% FPL instead of 200% FPL
30.510	Allow clients to become eligible for medical assistance five (5) days prior to their application submission if they had any medical services provided not just hospitalization or ER
30.520	Auto-assignment algorithm
30.530	Initial health plan enrollment. In the initial enrollment period, all individuals will have to opportunity to select any of the newly contracted health plans. Those who do not make a selection and are already established with one of the health plans will be assigned to that health plan.
30.570	Allow cap to health plan enrollment, but if that number is less than current enrollment, no member can be disenrolled as a result.
40.230	Health plan finds a specialist for their member in four (4) weeks or sooner if medically necessary
40.240	Added geographic access standards to assure that provider network is geographically diverse
40.650	Require that health plans have a real-time website on member utilization of limited services and develop an electronic prior authorization system
40.700	Describes the new programs (QUEST-Adult & QUEST- Keiki) and the new benefit limits
40.751/ 40.752	Special Health Care Needs section. Revised to require care coordination/case management for their members that are reaching their benefit limits.
40.754	New section for treatment for adults with diagnosis of cancer
50.100	Health plan is now responsible for outreach to inform members of eligibility review (i.e., will help their members remain Medicaid eligible)
50.430	Require that health plans translate member materials into Chinese (traditional), Ilocano, Vietnamese, and Korean
50.470	Member ID card will have expiration date, i.e. date of eligibility review
50.480	Require that the health plan establish a 24 hour nurse triage line, inform members of its availability, and report on its usage
50.490	Members able to access the health plan's website to view their utilization of limited services
50.500	Will require that the health plans phase in the portion of their network with value based contracts, e.g. use of EHRs, health homes, pay for performance, etc.
50.710	Requiring NCQA accreditation by the expiration of health plans' current accreditation if the health plan is not accredited by NCQA
51.570.5	Require quarterly "bump" of QUEST recipients with commercial members
60.200	Increase amount of financial incentives available to health plans based on quality performance and consumer experience through health plan rate setting
60.310	Provider reimbursement. Included the following changes: <ol style="list-style-type: none"> 1. Allowing health plans to develop alternate payment methodology for FQHCs if mutually agreeable 2. Added ACA provisions related to reimbursement of PCPs at 100% of Medicare for Medicaid only (not CHIP recipients) 3. Allows provider a one-year filing deadline to submit claims
80.230	Assure health plan is licensed in Hawaii
80.315.2	Assure health plan has a complete provider network when submit bid
90.200	<ul style="list-style-type: none"> • DHS will set an actuarially sound rate with acuity adjustment • Pay a lesser admin for health plans that bid for only Oahu and one other island than Statewide. We received community suggestions to require statewideness, so want to incentivize this.
100.600	Specifies that contracts will be awarded all health plans that pass technical proposal