

## **REQUEST FOR INFORMATION**

### **DEPARTMENT OF HUMAN SERVICES MED-QUEST DIVISION**

**No. RFI-MQD-2013-010**

#### **Care Coordination/Case Management for the State of Hawaii Organ and Tissue Transplant Program**

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 care coordination and case management services under the State of Hawaii's Organ and Tissue Transplant (SHOTT) 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](mailto:dwatanabe@medicaid.dhs.state.hi.us).

Responses to this RFI are due on May 3, 2013, 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.

Patricia McManaman, Director  
Department of Human Services

**Care Coordination/Case  
Management for the State of  
Hawaii Organ and Tissue  
Transplant Program**

**Request For Information  
No. RFI-MQD-2013-010**

**Department of Human Services  
Med-QUEST Division  
April 17, 2013**

## **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 care coordination and case management services under the State of Hawaii's Organ and Tissue Transplant (SHOTT).

The information received through this RFI will assist DHS in preparing the RFP. The DHS will be seeking vendors with the ability to provide a system for the direction, coordination, monitoring, and tracking of services received by each QUEST, QUEST Expanded Access (QExA) and Medicaid Fee-For-Service (FFS) recipient, on a statewide basis.

### **Background**

The SHOTT program is for eligible Medicaid recipients. The program covers non-experimental and non-investigational transplants for recipients who meet specific medical conditions. Children and adults will be required to meet the specific medical conditions for the transplants in all cases. Included under the Program are all services from the initial evaluation through the first annual visit following the last successful transplantation received by a recipient.

### **RFI Response**

Assuming that the DHS pursues a competitive Request for Proposal (RFP) to provide organ and tissue transplant services 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 provide organ and tissue transplant services and are there any special considerations should be taken into account that should be included in the RFP?
2. What recommendations do you have regarding appropriate staffing of the program, needed infrastructure, or organization?
3. Are there appropriate strategies that should be included in the program to ensure the most efficient and appropriate use of resources?
4. Based on your organization's experiences of Medicaid, please provide the DHS with any suggestions or recommendations that may assist the DHS in developing a realistic and reasonable RFP.

## **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 May 3, 2013, 2:00 p.m., Hawaii Standard Time (HST). Please indicate on the cover "SHOTT Services RFI Response/RFI-MQD-2013-010" 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](mailto:ltawata@medicaid.dhs.state.hi.us) or 808-692-8052.