

**Ombudsman Services for
Med-QUEST Division (MQD)
Beneficiaries**

**Request For Information
No. RFI-MQD-2014-001**

**Department of Human Services
Med-QUEST Division**

May 24, 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 Proposals (RFP) to contract an Ombudsman to receive and assist in the resolution of issues/concerns about access to, quality of, or limitations to health care for individuals receiving services in Med-QUEST Division (MQD) programs to include but not limited to QUEST, QUEST Expanded Access (QExA), and State of Hawaii Organ and Tissue Transplant (SHOTT) program.

The information received through this RFI will assist DHS in preparing the RFP. The DHS will be seeking vendors with the ability to provide investigative services, provide information and assistance to participants regarding rights and obligations, and dispute resolution relating to services provided through MQD contractors to include health plans.

Background

MQD provides most of its healthcare services in a managed care environment. The majority of the MQD beneficiaries receive these services through the QUEST program. QUEST stands for:

- Quality care**
- Universal access**
- Efficient utilization**
- Stabilizing costs, and**
- Transforming the way health care is provided to QUEST members.**

The QUEST program was designed in 1994 to increase access to health care and control the rate of growth in health care costs. The QUEST program has gone through many changes since 1994 that included expanding the populations covered by QUEST. The current QUEST program serves approximately 242,000 individuals.

In 2009, the DHS implemented its QUEST Expanded Access (QExA) program that allowed its aged, blind, or disabled (ABD) population to also benefit from managed care. The design of QExA is for members to receive service coordination, outreach, improved access, and enhanced quality healthcare services coordinated by health plans through a managed care delivery system. In QExA, ABD members, with a few exceptions, will receive their primary, acute, and long-term care services through a managed health care plan. The long-term care services offered will include both home and community-based services (HCBS) as well as institutional care (nursing facilities). The current QExA program services approximately 46,000 individuals.

RFI Response

Assuming that the DHS pursues a competitive Request for Proposals (RFP) to provide Ombudsman services for individuals receiving healthcare services in Med-QUEST Division (MQD) programs Statewide, please provide responses to the following inquiries based on how your organization would propose to provide services.

1. What recommendations can you make to the DHS about how best to provide independent Ombudsman services regarding healthcare services provided to its beneficiaries?
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

Responses to this RFI are due by 2:00 pm Hawaii Standard Time (HST) on May 31, 2013. Please include in your response your name and organization, if applicable. Please indicate on the cover "Ombudsman Services for MQD Beneficiaries". Submit your response typed in Microsoft Word 2010 or lower using Times New Roman, 12 point font with no less than one inch margins on all sides of the page, single line spacing. Please mail or deliver one hard copy response with an electronic version stored on CD-Rom to:

Ms. Patricia M. Bazin
Health Care Services Branch Administrator
Med-QUEST Division
Department of Human Services
601 Kamokila Boulevard, Room 506A
Kapolei, HI 96707-2005

OR

E-mail response to rfiresponse@medicaid.dhs.state.hi.us.

Electronic responses are required for submission in RFI process. The requirement for hard-copy response is met if the RFI response is e-mailed. Only Medicaid beneficiaries 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. (Blanket labeling of the entire document as “proprietary” or “confidential” will result in none of the document being considered proprietary or confidential.)

The detailed reasons shall include the specific harm or perceived prejudice that may arise. The DHS Director, the Med-QUEST Administrator and the Health Care Services Branch Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent if it is determined that any information which was requested to be confidential becomes part of public distribution/information; the respondent requesting confidentiality can choose whether or not to withdraw their submission.

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 DHS 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 DHS. Neither the DHS nor the responding party has any obligation under this RFI.

If there are any questions of clarifications pertaining to this RFI, please contact Ms. Patti Bazin at (808) 692-8083 or at rfireponse@medicaid.dhs.state.hi.us