

REQUEST FOR INFORMATION

DEPARTMENT OF HUMAN SERVICES MED-QUEST DIVISION

No. RFI-MQD-2016-004

Navigator Program for Hawaii's State-Based Marketplace

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 Navigator and Marketplace Assister functions as specified in federal regulations for the State of Hawaii's State-Based Marketplace.

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@dhs.hawaii.gov

Responses to this RFI are due on April 25, 2016, 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

Navigator Program for Hawaii's State-Based Marketplace

Request For Information No. RFI-MQD-2016-004

Department of Human Services

**Med-QUEST Division
April 14, 2016**

INTRODUCTION

Reason for the RFI

The State of Hawaii, through 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 select a contractor to perform Navigator and Marketplace Assister functions as specified in federal regulations for the State of Hawaii's State-Based Marketplace.

The Med-QUEST Division (MQD) is the unit within the Department of Human Services (DHS) that administers Hawaii's Medicaid program and the responsibility for the State's required Navigator and Marketplace Assister Programs for individuals and family were transitioned to the DHS after the Hawaii Health Connector ceased operations on December 4, 2015.

The information received through this RFI will assist DHS in preparing the RFP. The State will be seeking one vendor with the ability to provide and administer both the Navigator and Marketplace Assister Programs statewide to provide outreach and assist consumers with information and choices about qualified health plans available for Hawaii residents to purchase through the federal marketplace (Healthcare.gov), as well as assist Medicaid applicants and recipients on general eligibility and application inquiries statewide.

Background

The State of Hawaii maintains a State-Based Marketplace (SBM) using the Federal Platform, more commonly known as the Federally Facilitated Marketplace (FFM) found at www.Healthcare.gov. The responsibilities of the State's Exchange are situated in various State departments (i.e., Department of Labor and Industrial Relations, Department of Commerce and Consumer Affairs, Office of Enterprise Technology Services, and the Department of Accounting and General Services). The FFM is the technology utilized by the State of Hawaii to accept applications from individuals who are seeking medical insurance coverage.

A state operating a state-based marketplace is required to have a Navigator program (45 CFR §155.210) physically present in the state to help consumers seeking information about health insurance coverage in the marketplace. The State of Hawaii seeks a contractor that has expertise in eligibility, enrollment, and program specifications (i.e., insurance affordability programs) as well as being able to conduct public education activities to raise awareness about the SBM and medical insurance coverage options. Navigators must also be able to provide information and services in a fair, accurate, timely, and impartial manner to help them make informed decisions on health coverage options.

In addition, the state is required to conduct outreach and education activities to educate consumers about the Exchange and other insurance affordability programs to encourage participation.

RFI Questions

Assuming that the State of Hawaii through DHS pursues a competitive Request for Proposal (RFP) for administration of the Navigator and Marketplace Assister Programs, please provide responses to the following inquiries based on how your organization would propose to provide services as set forth to this population.

1. What recommendations can you make to the State to consolidate the services provided by Navigators, and services provided by Marketplace Assisters under one RFP, which would be awarded to a single vendor?
2. If multiple subcontractors were hired to carry out the Navigator and Marketplace Assister services statewide, what recommendations can you make to ensure that the receipt of and response to inquiries on a statewide basis could be tracked in a single system?
3. Are there any special considerations that should be taken into account in having one vendor administer the program that should be included in this RFP?
4. What recommendations do you have regarding appropriate staffing for a single vendor to administer the programs, establishing and maintaining the necessary infrastructure, or organization?
5. What appropriate strategies should be included in the RFP to ensure that a single vendor is the most efficient and appropriate way to provide Navigator services, and Marketplace assister services on a statewide basis?
6. Based on your organization's experience please provide the State with recommendations that may assist in developing a realistic and reasonable RFP.
7. Are there any requirements that should be included in the RFP that could improve delivery of services and, if so, please specify what those services or requirements would be?

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 April 25, 2016, 2:00 p.m., Hawaii Standard Time (HST). Please indicate on the cover "Navigator Program Services for Hawaii's State-Based Marketplace" RFI Response/RFI-MQD-2016-004" 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
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.