

Medicaid Applications and Outreach Services
RFP-MQD-2009-0002
Q&A 2/4/09

Question #	RFP Section #	RFP Page #	Paragraph #	Question	Response
1	10.100 Purpose of the RFP	5	General	Would the State of Hawaii consider allowing the vendor to perform the required services outside of the Island of Oahu?	Section 40.400 requires infrastructure for the implementation of business on Oahu.
2	40.100 General	26	1	Are the applications worked by the offeror for medical services only--or will food stamps, TANF or any other assistance program be included?	Section 40.100 identifies tasks related to Medicaid applications.
3	40.100 General	26	1	Will training be provided on the HAWI system and Hawaii programs? If so, by whom, for how long and with what materials?	HAWI system training will be provided by the MQD Training Office. The training module is anticipated to encompass 2 working days to include system materials.
4	40.100 General	26	2	In order to determine volumes, will the offeror receive a one time backlog of applications and will they be broken down by non-disabled and disabled? Of the 55,000+, how many are new applications per month?	The projected 55,000 + applications will primarily be for the non-disabled population received during normal State business days and hours.
5	40.200A Contractor Tasks and Responsibilities	26	1	Based on the expected intervals for processing applications and verifications as well as retrieving previous case records, will office space--or timely access--be provided at each of the five DHS service centers?	Access to one HAWI computer terminal, access to mail and retrieval of existing case records will be available to the Offeror on site. Section 40.400 requires Offeror to be responsible for all other infrastructure requirements.
6	40.200A Contractor Tasks and Responsibilities	26	2	In order to assess resources, what key steps are required for "priority processing and census tract identification?" For assessment purposes, how long does this step take for one application?	"Priority processing" refers to the urgency of the application. "Census tract identification" refers to the specific census tract in which the residential address is contained. Dependent upon the skill level of the Offeror's staff, the process may take 5-10 minutes.
7	40.200A Contractor Tasks and Responsibilities	26	3	In order to assess resources, what key steps are required for "complete inquiry functions?" For assessment purposes, how long does this step take for one application?	This function refers to researching past medical assistance history in HAWI. Dependent upon the skill level of the Offeror's staff, previous case history, and household size, the process may take 5-20 minutes.
8	40.200A Contractor Tasks and Responsibilities	26	4	For assessment purposes, how long does it take to complete registration functions? What are the key steps in the process?	This function refers to the input of all information provided on the application into the HAWI system to result in an official Case number and individual identifiers. Dependent upon the skill level of the Offeror's staff, previous case history and household size, the process may take 10-20 minutes.

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9	40.200A Contractor Tasks and Responsibilities	26	5	For assessment purposes, how long does it take to input all application information into MQD--on average?	Dependent upon the skill level of the Offeror's staff, previous case history, and household size, the process may take 15-45 minutes.
10	40.200A Contractor Tasks and Responsibilities	26	6	For assessment purposes, how long does it take to identify and initiate written requests for missing verification for one application?	Dependent upon the skill level of the Offeror's staff to analyze input data and complete mail functions, the process may take 5 to 20 minutes.
11	40.200B Contractor Tasks and Responsibilities	27	1	Is outreach assistance provided to all applicants? If not, who determines who does and does not?	Outreach assistance is provided to all applicants who did not submit the required verifications with their application.
12	40.200B Contractor Tasks and Responsibilities	27	1	Who makes the referral for outreach services?	MQD will initiate the referral to the Offeror for outreach services through a defined process and procedure.
13	40.200B Contractor Tasks and Responsibilities	27	1	Does the offeror support referrals from any other offices outside the five noted in the RFP?	The Offeror will not support referrals from any other offices outside of the five noted in the RFP.
14	40.320 Monthly Reports	28	2	Does an employee track her processing time by task? (example: 2 minutes to open mail and record application?)	The Offeror is responsible for the management, monitoring, and establishment of tracking requirements for their employees to document completion of functions defined in the RFP within the required time periods.
15	40.320 Monthly Reports	28	2	In tracking the "number of hour expended by case and date," does that reflect tracking at the task, step or overall level?	See response for Question #14.
16	General Question	n/a	n/a	At the end of the contract, does the offeror continue to process applications after the expiration date for any applications that have not yet been completed?	The Offeror's responsibility for the scope of service will end on March 15, 2010 to include the return/transfer of outstanding work and the submission of required reports identified in the RFP.