

**EDUCATIONAL AND OUTREACH
SERVICES**

**Request For Information
No. RFI-MQD-2012-003**

**Department of Human Services
Med-QUEST Division
May 24, 2011**

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 to prepare a Request for Proposal (RFP) seeking an Offeror to provide educational, outreach and local community activities targeting families with dependent children who are potentially or currently eligible for medical coverage.

The information received through this RFI will assist DHS in preparing a RFP. The DHS will be seeking an Offeror with the ability to provide the following on a statewide basis:

- Identify persons who are not eligible for or not interested in applying for TANF, but eligible for medical coverage under the section 1931 eligibility category.
- Educate families that Medicaid eligibility is not tied to the receipt of TANF.
- Educate families losing TANF benefits that they may qualify for transitional medical coverage.

BACKGROUND

As a part of welfare reform, Congress repealed the Aid to Families with Dependent Children (AFDC) program and replaced it with a time limited welfare program entitled Temporary Assistance to Needy Families (TANF). When TANF was created under section 1931, the cash assistance program was “delinked” from Medicaid.

For many years, the cash program was the vehicle for obtaining medical coverage for many families. As the number of TANF cases declined nationwide, Congress became concerned that many low-income families were losing medical coverage as they transitioned from welfare to self-sufficiency. To assist the states in addressing this challenge, Congress established a \$500 million 1931 fund to help states improve Medicaid program enrollment and eligibility determination processes as they relate to the “delinking” of financial assistance and medical assistance.

For a variety of reasons, even though the TANF rolls have decreased, Hawaii has not experienced a corollary significant drop in the Medicaid coverage (QUEST) program. The state continues to provide medical coverage for TANF recipients and has implemented procedures and system modifications to enable families to retain medical coverage even as TANF benefits have been

terminated. Still, the state seeks to fully utilize the available 1931 delinking funding opportunity and is seeking qualified organizations to provide educational, outreach and local community activities targeting families with dependent children who are potentially or currently eligible for medical coverage.

RFI Response

Assuming that the DHS pursues a competitive Request for Proposal (RFP) to provide outreach services on a statewide basis for families with dependent children who may be eligible for medical coverage, 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 the services to the targeted population and are there any special considerations should be taken into account that should be included in the RFP.
2. The program provides services that are limited to medical care plans offered by the DHS Med-QUEST division. Is this package of services sufficient to meet the medical needs of the target population of families with dependent children?
3. Are there additional services that should be considered to be included in the package of covered services, and if so, the rationale for providing the additional service should be included in your response.
4. What are the essential components to having a sound program to provide community outreach services? What are the key types of staff and their qualifications that must be present?
5. Are there appropriate utilization management components or service utilization areas that should be included in the program to ensure the most efficient and appropriate use of resources.
6. Based on your organization's experiences with the provision of outreach services, 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 June 2, 2011, 2:00 p.m., Hawaii Standard Time (HST). Please indicate on the cover "Outreach Services RFI Response RFI-MQD-2012-003" and mail or deliver one (1) original hard copy, and an electronic version stored on CD-ROM in Microsoft Word 2003 or lower to:

Ms. Patricia Bazin
Health Care Services Branch Administrator
Attn: Dona Jean Watanabe
Department of Human Services/Med-QUEST Division
c/o 1001 Kamokila Boulevard, Suite 317
Kapolei, HI 96707

Electronic responses are required for submission in the 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 Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent should any information that 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 Dona Jean Watanabe at (808) 692-7973.