

Technical Proposal Question & Answer  
 Issued on: June 26, 2013  
 For Request for Proposals RFP-MQD-2014-002

Ombudsman Services for Med-QUEST Division (MQD) Beneficiaries

<b>Question #</b>	<b>RFP Section #</b>	<b>RFP Page #</b>	<b>Para-graph #</b>	<b>Question</b>	<b>Answer</b>
1	40.100	27	2	What is the primary reason for contacting Ombudsman - access to care, quality of care, etc?	Medicaid beneficiaries may contact the Ombudsman for any reason. The primary reason that they are contacting the Ombudsman is navigation of the healthcare system in Hawaii. Other reasons include complaints against contractors (Medicaid vendors), help with appeals, or difficulty accessing care.
2	40.300	28		Are there peak times of year when a larger case load is to be expected?	During Annual Plan Change (APC) when beneficiaries have the opportunity to change their health plans.
3	40.300	28	3	What materials will need to be developed?	Informational materials that communicate reasons for and how to contact the Ombudsman.
4	40.300	28	3	How will the written materials be used?	These materials will be used in Med-QUEST Division (MQD) offices, when Ombudsman attends health events, in their office location, etc.
5	40.300	29	7	What is the average number of clients with disabilities associated with eligibility or self-reported assisted each month?	Approximately 26,000 of the Medicaid population have a disability. MQD is unsure how many of these individuals are assisted each month.

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6	40.300	29	7	What is the average number of clients needing translation services?	The Ombudsman rarely provides oral translation and interpretation services. An estimate is approximately one (1) time per month.
7	40.300	30	8	What is the average number of complaints/contacts received via email, fax, mail, face to face contact?	Most complaints/contacts are through telephone. Individuals from the current Ombudsman's office do attend events in Hawaii and provide face-to-face support at these events. This averages approximately ten (10) to fifteen (15) per quarter.
8	40.300	30	10	What is the average number of calls received monthly regarding a formal grievance or appeal?	Most calls to the current Ombudsman are not formal grievances or appeals.
9	40.300	30	10	How many formal grievances and appeals do the Ombudsman file each month?	Approximately one (1) every quarter.
10	40.300	31	11	If an appeal is denied and the Ombudsman role is complete, is a two-week follow up necessary? If yes and the member is not satisfied, does the Ombudsman then start another process of assisting the client with another grievance?	Yes. The Ombudsman is responsible for assisting the member in their health care needs. In the example provided, the Ombudsman would open another grievance.
11	40.300	32	13	In what type of capacities can the member request that the Ombudsman participate?	Typically members request the Ombudsman to participate as their advocate.
12	40.300	32	13	Does the Ombudsman staff need a clinical background?	No.

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13	40.300	32	15	What is the average number of "out of scope" client contacts that are then immediately referred elsewhere?	Approximately fifteen (15) per month.
14	40.300	33	16	What is the average number of calls received each month?	Approximately 100 per month.
15	40.300	33	16	What is the average number of calls from new clients vs. existing clients?	MQD does not have access to the information requested.
16	40.300	33	16	What is the average number of monthly client calls for medical plans vs. mental health plans?	The addition of the Community Care Services (CCS) program is a new requirement of this contract. MQD does not have access to the information requested.
17	40.400	35	3	What system is used today to track Ombudsman contacts and will that system be available to assume by a new vendor?	The system used today to track Ombudsman contacts is privately-owned and would not be available to a new vendor.
18	50.200	38		Please clarify whether the initial contract is through June 30, 2015 or June 30, 2014.	The initial contract is through June 30, 2015.
19	50.200	39	50.210	What is the current annual contract value for the existing contract?	The current annual contract value is \$169,992.