

ADDENDUM ONE

DATE: January 11, 2013

TO: All Vendors

FROM: Ruth Gray/Michelle Musick, Buyers
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 4188Z1
 to be opened February 5, 2013, 2 PM Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
<p>1. RFP Section: n/a; Page Number n/a</p> <p>What price is Nebraska currently paying for Enrollment Broker Services?</p>	<p>The cost of the current contract is not to exceed \$870,000 per year with a reconciliation to cost after the State Fiscal Year (SFY) has ended.</p>
<p>2. RFP Section: I. Scope of the Request for Proposal; Page Number 1</p> <p>It appears the initial contract period is April 2013 to June 2016, with the first three months being for implementation. If this is correct, will the contractor be paid their fixed monthly fee for April through June of 2013? Further, if this is the case, should the first year in the cost proposal include these months, so that it is a 15-month price?</p>	<p>Per the payment scheduled on Page 40, the contractor's first payment will be based on a July 15, 2013 invoice date for pre-implementation and operational start up activities.</p>

QUESTIONS	ANSWERS
<p>3. RFP Section: II.B, Procurement Procedures, General Information; Page Number 2</p> <p>This section indicates that this is a fixed price contract. However, the cost proposal sheets indicate a number of items to be bid as 'pass-through'. Please indicate if the vendor will be paid a flat monthly price for services, or if those items identified as pass-through will be reimbursed separately on an actual cost incurred basis.</p>	<p>Each bid should be a fixed price based on the cost to provide the services proposed. Each bidder should factor all of their costs into the bid, as there will be no additional payment above and beyond the fixed cost of the proposal.</p> <p>See Revised Attachment E.</p>
<p>4. RFP Section: III. Terms and Conditions; Page Number 7</p> <p>Should bidders include an initialed copy of the Terms and Conditions in their proposal response?</p>	<p>By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in the Request for Proposal, agrees to the terms and conditions and certifies bidder maintains a drug free work place environment.</p> <p>Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.</p> <p>Bidder should accept and initial the Terms and Conditions and return with its proposal response.</p>
<p>5. RFP Section: A.3 Role of the Enrollment Broker; Page Number 23</p> <p>Does the Enrollment Broker collect enrollees' PCP selections at the time of initial health plan enrollment?</p>	<p>Yes.</p>

QUESTIONS	ANSWERS
<p>6. RFP Section: B.e., Project Environment, Volume and Participation; Page Number 24</p> <p>Has Nebraska developed any estimates of the increase in the population to be served as a result of Medicaid Expansion? Is it reasonable to assume that this population will be served as part of this contract, resulting in an increase in expected volumes?</p>	<p>The State is not expanding.</p>
<p>7. RFP Section: B.e.ii. Project Environment, Current Enrollment Center Volume; Page Number 25</p> <p>Please clarify the difference between the anticipated volumes provided in this section.</p>	<p>With the July 2012 statewide expansion of Managed Care, which added 67,000 people to Managed Care, the expansion caused the estimated call volume to increase.</p>
<p>8. RFP Section: B.e.ii. Project Environment, Current Enrollment Center Volume, Page Number 25</p> <p>What percentage of participants voluntarily choose a plan?</p>	<p>Approximately 52%.</p>
<p>9. RFP Section: B.e.iii. Effective Date of Coverage; Page Number 25</p> <p>What is the “cut off” date for enrollments to be effective the first of the following month?</p>	<p>Four business days before the end of the month.</p>
<p>10. RFP Section: B.g. Project Environment, Overview of Role; Page Number 26</p> <p>Please confirm that mail-in enrollments are processed by the enrollment broker. Further, please indicate the average number of enrollments that are processed by phone, by mail, by walk-in, etc.</p>	<p>Currently 100% of voluntary enrollments are by phone but the contracted vendor must have the capability to take enrollments by mail or walk-in.</p>

QUESTIONS	ANSWERS
<p>11. RFP Section: C. Project Requirements 1.a; Page Number 27</p> <p>The requirement that the contractor must have a current working relationship with Nebraska physicians is overly restrictive, and would preclude otherwise qualified vendors from bidding on this project, unless they currently had operations in the State. Would the State consider removing this requirement?</p>	<p>The RFP is hereby amended to remove Section IV.C.1.a.</p>
<p>12. RFP Section: C. Project Requirements 1.c Office Location; Page Number 27</p> <p>Experienced Enrollment Brokers have numerous Project locations throughout the mid-west. Significant cost savings can be achieved by the State of Nebraska if a vendor could utilize existing computer and telecom systems, fulfillment centers and existing office space and furniture that are already in place. Within that infrastructure we could isolate all project activities and have dedicated staff assigned specifically to the Nebraska Project. Given the above, would an otherwise qualified vendor be permitted to located the Nebraska Call Center outside the Sate of Nebraska, but in the mid-west?</p>	<p>The RFP is hereby amended to remove Section IV.C.1.c.</p>
<p>13. RFP Section: C.2 Project Requirements, Staffing Requirement, Page Number 28</p> <p>Would the Department please provide current staffing levels for this program, including FTEs by position.</p>	<p>One (1) full time program manager and seven (7) equivalent FTE's for choice counseling.</p>
<p>14. RFP Section: C.4.a Project Requirements, Capacity Requirements; Page 28</p> <p>Please explain the contractor's responsibility for printed materials addressed here beyond the second outreach letter identified on page 25. Please identify and quantify all materials that the bidder is responsible for a) developing, b) printing, and c) mailing.</p>	<p>At this time, the contractor is only responsible for the printing and mailing of the second outreach letter.</p> <p>Section IV. B. 1.f. 2nd paragraph of the RFP is hereby amended to read: An average of 4,000 – 5,000 letters could be sent each month.</p>

QUESTIONS	ANSWERS
<p>15. RFP Section: D.2.a.i.a Project Requirements, Provide information; Page 31</p> <p>This section indicates that the bidder is responsible for making written materials available upon request to enrollees. Please describe what these materials are referenced and, if the bidder has any responsible for developing and producing them. Further, please provide average monthly volumes of such materials produced and mailed currently.</p>	<p>The contractor is responsible for providing a replacement client guidebook and the Spanish client guidebook upon request.</p> <p>DHHS does not require the current Enrollment Broker to track this information; therefore, DHHS does not have this data.</p>
<p>16. RFP Section: D.2.a.ii Scope of Work, Provide Information; Page 31</p> <p>Is the information identified in this section provided to each potential enrollee in an enrollment packet mailed to them? Is it correct that the bidder has no responsibility for mailing such packet or developing the materials that are included?</p>	<p>At this time, the State is responsible for the printing and mailing of the client guidebook (i.e. First Outreach).</p>
<p>17. RFP Section: D.4 Scope of Work/Conduct Enrollment Functions a. Process Enrollment Requests; Page Number 33</p> <p>This section and the Enrollment for PACE recipients on page 27 both seem to indicate that the Contractor will manually input enrollments for both programs into MMIS and/or N-Focus. If that is true, does the Department also have the capability of processing batch files of enrollment information submitted by the contractor?</p>	<p>At this time, the Department does not have the capability to process batch files of enrollment information.</p>
<p>18. RFP Section: D.4 Scope of Work/Conduct Enrollment Functions a. Process Enrolment Requests; Page Number 33</p> <p>If the answer to the previous question is no, would the Department consider working with the contractor to develop such a process?</p>	<p>Yes.</p>

QUESTIONS	ANSWERS
<p>19. RFP Section: D.4 Scope of Work/Conduct Enrollment Functions c. Completion of Lock-In, Page Number 33</p> <p>Would the Department please provide more information as to how the Lock-In process works, including how lock-in providers are identified?</p>	<p>See <u>471 NAC 2-004</u> and <u>482 NAC-000-7</u>. Clients in a lock-in status are identified in the MMIS as “restricted services.”</p>
<p>20. RFP Section: V. Proposal Instructions A.d. Office Location; Page 36</p> <p>This section states that the “bidder’s office responsible for the performance pursuant to an award of a contract with the State of Nebraska must be identified.” This statement seems to contradict the office location requirement mentioned in C.1.c on page 27. To clarify, is it permissible for the call center/Project operations to be located outside of the State of Nebraska and administrative offices for the Project to be located in the Lincoln or Omaha areas?</p>	<p>See response to question #12.</p>
<p>21. RFP Section: i. Summary of Bidder’s Proposed Personnel/Management Approach; Page Number 38</p> <p>May detailed position descriptions be submitted in lieu of submitting key personnel resumes and references?</p>	<p>No, per the RFP the bidder shall provide resumes for all personnel proposed by the bidder to work on the project.</p>
<p>22. Section #: Section 3 Terms & Conditions/L; Document Reference: Conflict of Interest; Page # 11</p> <p>Our entity is not directly associated with healthcare providers, however we do have healthcare providers on our board of directors who volunteer their time. In addition our organization contracts with a membership organization for healthcare providers for administrative personnel. There is not direct or indirect financial interest other than payment for the administrative oversight thus we assume this is not perceived as a conflict of interest. Please confirm.</p>	<p>The section in question comes specifically from Federal Regulations and from specific CMS requirements. As such, the State is not in a position to interpret these requirements and regulations beyond what is set forth in the RFP.</p>

QUESTIONS	ANSWERS
<p>23. Section #: Section 3 Terms & Conditions/CC; Document Reference: Performance Bond; Page # 15</p> <p>Does the performance bond need to be in place and included in our response to the RFP or upon contract award?</p>	<p>No, the performance bond does not need to be in place and included in bidder's response to the RFP.</p> <p>The RFP is hereby amended in Section 1, A. Schedule of Events, Item No. 9 deleting the words "(IF REQUIRED)".</p> <p>The performance bond submission date is scheduled for March 18, 2013 and would be submitted by the bidder named in the "Letter of Intent to Contract".</p>
<p>24. Section #: Section 3 Terms & Conditions/F.2; Document Reference: Commercial General Liability & Commercial Automobile Liability Insurance; Page # 9</p> <p>Our organization does not own any work vehicles so Automobile Liability is N/A We do have insurance for staff driving personal vehicles. How do we reflect that in our response to the RFP?</p>	<p>See response to question #4.</p>
<p>25. Section #: Section 3 Terms & Conditions/N; Document Reference: Errors and Omissions; Page # 12 (refer to page 25 under F. Enrollment Mailings)</p> <p>The last sentence on page 25 advises "An average of 400-500 could be sent each month". In November 2012 the MEC received 7,435 labels, & after the Quality check for Duplicates the MEC mailed out 4,394 Outreach 2 mailings. Should the sentence read 4000-5000 could be sent each month?</p>	<p>See response to question #14.</p>
<p>26. Section #: Section 3 Terms & Conditions/TT; Document Reference: Nebraska Technology Access Standards; Page # 20</p> <p>What type of auditing is done by the state as far as the way the network is configured?</p>	<p>Auditing methods are different for every agency depending on whether they manage their own network, desktops, and server management or if the OCIO assists them. DHHS manages its own network, desktops, servers and firewalls. Network auditing methods should not impact compliance with the Nebraska Technology Access Standards. The purpose of those standards is helping agencies meet the needs of people with disabilities.</p>

QUESTIONS	ANSWERS
<p>27. Section #: N/A</p> <p>Will any ports need to be opened if your system is on site, or will the system remain on State servers and the Enrollment Broker will access NFUSE system using a citrix based connection through the www.nfuse-dhhs.ne.gov?</p>	<p>The contractor will access the enrollment system using a citrix based connection.</p>
<p>28. Section #: Information Technology Compliance Requirements; Document Reference: Attachment C; Page # 3</p> <p>Under Safeguard publications can you provide more detail on the SSA(Social Security Administration) - Computer Match Agreement ?</p>	<p>The SSA Computer Match agreement is non-applicable to the Enrollment Broker.</p>
<p>29. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Enrollment Mailings; Page # 22</p> <p>When additional PACE geographical areas are added will they all follow one process with the Enrollment Broker? Will the Enrollment Broker be given points of contact for each PACE geographical area</p>	<p>PACE enrollment will follow the same process regardless of geographical area of the PACE provider.</p> <p>The contractor will be provided points of contact for each PACE provider.</p>
<p>30. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Enrollment Mailings; Page # 25</p> <p>If additional Outreach mailings are generated by the State or other entities informing recipients to call the Enrollment Broker will the Enrollment Broker be notified of this so staffing adjustments can be made as needed for the EB to continue to meet the Performance Contract Standards on page 29 # 5.</p>	<p>Yes, the contractor will be notified of additional outreach mailings.</p>

QUESTIONS	ANSWERS
<p>31. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Enrollment Mailings; Page # 25</p> <p>The last paragraph on page 25 advises the Enrollment Broker is responsible for the preparation and mailing costs. Currently the Enrollment Broker has mail courier service set up by the state as well as a postal code provided by the state for billing purposes. Attachment E has postage listed as a pass-through expense. Will the Enrollment Broker be required to have their own postal machine or will the process continue as is?</p>	<p>Each bidder should factor all of their costs into the bid, as there will be no additional payment above and beyond the fixed cost of the proposal.</p>
<p>32. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Scope of Work for Physical Health Care/D/2/ii Specific to managed Care and Health Plans/AS; Page # 31</p> <p>Will the mentioned worksheet or checklist be included in the States Outreach 1 mailing to the enrollees?</p>	<p>This is included in the first outreach mailing.</p>
<p>33. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Scope of Work for Physical Health Care/D/4/ Conduct Enrollment Functions/A; Page # 33</p> <p>Under Process Enrollment Requests it discusses mailed in enrollment requests. Does the State have a form letter to be used when returning mail to potential enrollees to request the missing information?</p>	<p>No.</p>
<p>34. Section #: Section 4 Project Description & Scope of Work/F; Document Reference: Scope of Work for Physical Health Care/D/4/ Conduct Enrollment Functions/B; Page # 33</p> <p>Will the EB be able to pull these reports from the system directly? How often will these reports be required?</p>	<p>The contractor is expected to use DHHS and Contractor internal data systems to track information.</p> <p>The reporting requirements are outlined in Attachment B.</p>

QUESTIONS	ANSWERS
<p>35. Section #: Section 4 Project Description & Scope of Work; Document Reference: Scope of Work for Physical Health Care/3 Provide Choice Counseling/b; Page # 32</p> <p>Under Call Center it advises the interpretation services for all languages must be provided by the Contractor. Currently the Enrollment Broker has an assigned ID# from the State of Ne it uses for interpretation services and the cost is a pass- through. Will this process continue? If not does the state require the Enrollment Broker to use a specific interpreter service provider?</p>	<p>The contractor is required to provide interpretation services and not as a pass-through cost to the State.</p> <p>Proposals should describe the plan for providing information to prospective enrollees that accommodates the various languages and disabilities.</p>
<p>36. Section #: Section 5 Proposal Instructions; Document Reference: Corporate Overview/3/b; Page # 36</p> <p>Is their a specific financial statement that is required to address this for a non publicly owned company?</p>	<p>The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.</p> <p>If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.</p> <p>The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.</p>

QUESTIONS	ANSWERS
<p>37. RFP Page # 1; RFP Section: Section I.1.A</p> <p>In the schedule of events, there is no proposal due date. Can we assume that the indicated Proposal Opening Date, February 5, 2013 at 2:00 PM is the proposal due date and time?</p>	<p>Yes.</p> <p>Sealed proposals must be received in State Purchasing by February 5, 2013 at 2:00 PM. Central Time. No late proposals will be accepted.</p>
<p>38. RFP Page # 22; RFP Section: Section IV.A.2</p> <p>Please confirm that the auto-assignment algorithm is provided by the State's system and is not the responsibility of the vendor.</p>	<p>The auto-assignment process is completed by the State.</p>
<p>39. RFP Page # 22; RFP Section: Section IV.A.1.c</p> <p>Will the two counties in the EPCCM move into a managed care delivery system after February 1, 2013 when the EPCCM program ends?</p>	<p>Yes, if the client is mandatory for managed care.</p>
<p>40. RFP Page # 22; RFP Section: Section IV.A.2</p> <p>Are enrollees notified about their option to change health plans at the time of their annual anniversary month? If so, when does the Department mail notices?</p>	<p>The client is mailed a 60 day notice of open enrollment and an outreach first outreach mailing prior to their open enrollment month.</p>
<p>41. RFP Page # 22; RFP Section: Section IV.A.2</p> <p>How long do Potential Enrollees have to choose a health plan before they are auto-assigned?</p>	<p>15 days.</p>
<p>42. RFP Page # 23; RFP Section: Section IV.B.1.c & d</p> <p>Is the Enrollment Broker responsible for calculating the MVX (Mandatory, Voluntary and Excluded) status of the Medicaid eligible population, based on the rules defined for Included & Excluded populations?</p>	<p>No.</p>
<p>43. RFP Page # 24; RFP Section: Section IV.B.1.c & d</p> <p>Would there be any way to receive a one-time dump of all eligible members at the time of start-up that we could use to load our initial CRM database?</p>	<p>Enrollment is initiated by the client and the contractor will have direct access to the MMIS therefore a file of members will not be provided.</p>

QUESTIONS	ANSWERS
<p>44. RFP Page # 24; RFP Section: Section IV.B.1.c & d</p> <p>Would there be any way to receive a regular (daily/weekly) file of newly eligible members that we could use to load our CRM on a regular basis?</p>	<p>See response to question #43.</p>
<p>45. RFP Page # 25; RFP Section: Section IV.B.1.f</p> <p>The RFP mentions a second reminder letter, but not a first such letter. Is there a first reminder letter? If so, please confirm that this letter is the responsibility of the State and is generated through the MMIS.</p>	<p>The first outreach which includes a welcome letter, client guidebook, and provider directory is provided by the State.</p>
<p>46. RFP Page # 25; RFP Section: Section IV.B.1.e.ii.</p> <p>Please provide 2012 call center reports for types of calls (enrollment, plan change, general questions...), associated call lengths, and weekly/daily call distribution details.</p>	<p>See Attachment F.</p>
<p>47. RFP Page # 25; RFP Section: Section IV.B.1.e.ii.</p> <p>On average, how many enrollees are disenrolled by month/year?</p>	<p>The average number of enrollees that disenrolled for cause for State fiscal years 10, 11 and 12 is 44. The average number for State fiscal year 12 was five (5) per month.</p>
<p>48. RFP Page # 25; RFP Section: Section IV.B.1.e.ii.</p> <p>How many enrollees are there per case (household)?</p>	<p>DHHS does not track this information; therefore this data cannot be provided.</p>
<p>49. RFP Page # 25; RFP Section: Section IV.B.1.e.ii.</p> <p>How many new enrollees/cases does the state expect to add in 2014 and 2015 due to Medicaid expansion?</p>	<p>See response to question #6.</p>
<p>50. RFP Page # 25; RFP Section: Section IV.B.1.e.ii.</p> <p>Do the enrollment estimates only represent individuals newly enroll in managed care (those who had to choose or be auto-assigned)? Do the estimates include those who have transferred from one health plan to another during their annual anniversary date?</p>	<p>No.</p> <p>Yes.</p> <p>Section IV.B.1.e.ii is an estimate of the Enrollment Broker call volume. These calls would include calls related to enrollment, disenrollment (i.e. plan transfer), grievances, and general questions.</p>

QUESTIONS	ANSWERS
<p>51. RFP Page # 25; RFP Section: Section IV.B.1.e.iv.</p> <p>What role does the Contractor play with respect to good cause change requests?</p>	<p>The enrollment broker receives the request, completes form MS-25 and forwards to the Department for a determination. See NAC 482-000-3.</p>
<p>52. RFP Page # 25; RFP Section: Section IV.B.1.e.f</p> <p>Does the Department have a sample /template of the second outreach letter sent to clients?</p>	<p>Yes.</p>
<p>53. RFP Page # 25; RFP Section: Section IV.B.1.e.f</p> <p>How does the Department transmit the file of those who must receive the second outreach letter?</p>	<p>Via a label report.</p>
<p>54. RFP Page # 25; RFP Section: Section IV.B.1.e.f</p> <p>Does the Department have certain procedures the Contractor must follow when receiving returned mail or bad addresses from mailing the second outreach letter? If so, please provide information on what is required of the Contractor.</p>	<p>No.</p>
<p>55. RFP Page # 26; RFP Section: Section IV.B.1.g.iv</p> <p>The RFP requires the vendor to document each contact by inputting enrollment information into the MMIS. Does this requirement cover contacts that do not result in an enrollment (e.g., general inquiries, change of address, and other non-enrollment based contacts)? Does the MMIS have the capability to record details about general calls?</p>	<p>Yes, this requirement covers contacts that do not result in an enrollment and the MMIS has the capability to record details about general calls when the client is mandatory for managed care.</p>
<p>56. RFP Page # 26; RFP Section: Section IV.B.1.g.iv</p> <p>Can potential enrollees submit their enrollment by mail? Does the Department provide potential enrollees with an enrollment form? If so will you provide a copy of the enrollment form?</p>	<p>At this time, the Department does not provide an enrollment form but is interested in working with the contractor vendor in developing an enrollment form.</p>

QUESTIONS	ANSWERS
<p>57. RFP Page # 26; RFP Section: Section IV.B.1.g.iv</p> <p>The RFP indicates the Contractor will handle enrollment related activities including collecting and processing enrollment materials. Please provide more information on what is meant by collecting and processing enrollment materials.</p>	<p>See response to question #56.</p>
<p>58. RFP Page # 26; RFP Section: Section IV.B.1.g.iv</p> <p>What process is used by the Contractor to forward inquiries and grievances to DHHS for resolution?</p>	<p>The contractor forwards inquires and grievances by mail, fax, or secure email.</p>
<p>59. RFP Page # 26; RFP Section: Section IV.B.1.g.viii</p> <p>Does the MMIS provide all of the data and statistical information required to generate the reports required in Attachment B of the RFP (not including statistics that will be generated from the Contractor's automatic call distribution (ACD) system)? Is there any type of information that must be reported from a stand alone tracking system generated by the Contractor?</p>	<p>No, the MMIS does not provide all of the data and statistical information required to generate the reports required in Attachment B.</p> <p>Yes.</p>
<p>60. RFP Page # 26; RFP Section: Section IV.B.1.g.viii</p> <p>Will inquiries and grievances be tracked in the State's MMIS? If not, should the vendor assume that its own system must be able to track inquiries and grievances including their resolution?</p>	<p>Yes, inquires and grievances are tracked in the MMIS.</p>
<p>61. RFP Page # 26; RFP Section: Section IV.B.1.g.v</p> <p>Is the contractor required to provide in person enrollment support at any location other than the call center for walk-ins?</p>	<p>No.</p>

QUESTIONS	ANSWERS
<p>62. RFP Page # 26; RFP Section: Section IV.B.1.g.v</p> <p>The RFP specifically mentions taking enrollments over the phone and in person. Is mail-based enrollment excluded from the scope of this procurement? If not, does the State expect the vendor to operate a mail room to receive paper enrollment forms? If paper enrollment forms are included in the scope of this contract, can these enrollments also be processed in the MMIS?</p>	<p>See response to question #56.</p>
<p>63. RFP Page # 27; RFP Section: Section IV.B.2.d</p> <p>What method will PACE organizations use to submit enrollments to the Contractor (telephone, fax, mail)?</p>	<p>Telephone or secure email.</p>
<p>64. RFP Page # 27; RFP Section: Section IV.B.2.e</p> <p>Will the Contractor send an enrollment confirmation letter in order to meet the requirement to notify the PACE organization of the successful enrollment? Can this letter be sent by FAX or does it have to be mailed?</p>	<p>No. The enrollment broker will not be sending a letter confirming a successful enrollment.</p>
<p>65. General</p> <p>The RFP does not mention any interfaces between the MMIS and NFOCUS systems and the vendor's system. Please confirm that the State requires no interfaces between the vendor's system and these State systems.</p>	<p>The States does not require any interfaces between the vendor's system and the State systems.</p>

QUESTIONS	ANSWERS
<p>66. RFP Page # 27; RFP Section: Section IV.C.1.a</p> <p>This requirement would limit the competition to only companies that are currently providing related services within Nebraska Medicaid such as an incumbent vendor. In order to meet this requirement a bidder would have to have existing work within the Nebraska Medicaid provider network <i>and</i> have Medicaid EB experience. This appears to extremely limit competition in this procurement. Would the State consider broadening this requirement to read as follows: “Have a working relationship with Nebraska physicians or have experience working with provider networks in other states...”.</p>	<p>See response to question #11.</p>
<p>67. RFP Page # 27; RFP Section: Section IV.C.1.c</p> <p>Would an office location in Omaha or Lincoln that is staffed with management personnel meet this requirement or must the call center be operated in this local facility? If locating the call center operations outside of the state achieves economies of scale that reduces cost to the State, would DHH consider this approach, a long as there was a Project Management Office within the State?</p>	<p>See response to question #12.</p>
<p>68. RFP Page # 27; RFP Section: Section IV.C.1.i</p> <p>Please provide the name of the current contractor with whom the vendor would have to work to ensure a smooth transition.</p>	<p>The Medicaid Enrollment Center, Inc.</p>
<p>69. RFP Page # 28; RFP Section: Section IV.C.2.c</p> <p>Please provide information regarding the cultural and demographic nature of the Nebraska Medicaid population, in order that we may ensure our staffing reflects these characteristics.</p>	<p>The cultural and demographic nature of the Nebraska Medicaid population is only tracked for those clients who self-disclose this information. However, see Attachment G for the languages spoken by Nebraska residents as provided by the DHHS Public Health division.</p>

QUESTIONS	ANSWERS
<p>70. RFP Page # 28; RFP Section: Section IV.C.2.d</p> <p>Under what circumstances and how often does the Department anticipate requesting weekend hours?</p>	<p>In the past, weekend hours have only been requested during the open enrollment periods of the 10 county and statewide expansions.</p>
<p>71. RFP Page # 28; RFP Section: Section IV.C.2.d</p> <p>Does the Department desire bidders to propose a dedicated key staff member to work on communication materials?</p>	<p>No.</p>
<p>72. RFP Page # 28; RFP Section: Section IV.C.2.d</p> <p>What communication materials does the Department anticipate that the contractor's staff will be working on? Will the contractor be responsible for developing these materials from scratch or modifying existing materials?</p>	<p>Per Section IV.B.1.f, the only mailing the Enrollment Broker is responsible for is the second outreach letter.</p>
<p>73. RFP Page # 29; RFP Section: Section IV.C.4.e</p> <p>The RFP requires that the vendor provide a data system for tracking and reporting on Enrollment Broker activities. Please differentiate what functionality is required in this system versus functionality that will be supplied via the MMIS for the Enrollment Broker function.</p>	<p>The contractor will be supplied via the MMIS data around enrollment summary, call reasons, grievance calls and clients not enrolled.</p>
<p>74. RFP Page # 29; RFP Section: Section IV.C.4.e</p> <p>Will the contractor-supplied data system be able to interface to the MMIS system in order to exchange data and reduce redundant data entry?</p>	<p>See response to question # 65.</p>
<p>75. RFP Page # 31; RFP Section: Section IV.D.2</p> <p>What types of written materials, other than the second outreach letter and notification to PACE organizations, will be produced and generated by the contractor?</p>	<p>None at this time.</p>

QUESTIONS	ANSWERS
<p>76. RFP Page # 31; RFP Section: Section IV.D.2.a.i.a</p> <p>The RFP requires that materials be available in the prevalent non-English languages for the area. Please indicate what languages the State considers prevalent in Nebraska. Is the vendor responsible for writing and translating the enrollment materials, or will this content be made available by the State?</p>	<p>Spanish is the prevalent non-English speaking language in Nebraska. The state is responsible for writing and translating the enrollment materials and will make available to the contractor.</p>
<p>77. RFP Page # 31; RFP Section: Section IV.D.2.a.i.a</p> <p>Please confirm that, other than the second outreach letter, the notification letters to be provided through the MMIS are developed by the Department.</p>	<p>See response to question #72.</p>
<p>78. RFP Page # 33; RFP Section: Section IV.D..4.a</p> <p>Will the Enrollment Broker get read/write access to MMIS to inquire on and input enrollment information for consumers?</p>	<p>Yes.</p>
<p>79. RFP Page # 33; RFP Section: Section IV.D..4.a</p> <p>Please describe the functions the contractor staff will perform and how the systems will be used in the various mentioned systems as follows:</p> <ul style="list-style-type: none"> • Functions to be performed by the contractor in the MMIS • Functions to be performed by the contractor staff in NFOCUS <p>Functions to be performed by the contractor staff in the DHHS email system</p>	<p>Functions to be performed by contractor in the MMIS:</p> <ul style="list-style-type: none"> -Enrollment into Physical Health Managed Care and assignment of the PCP -Call documentation -Enrollment and disenrollment with the PACE program. <p>Functions to be performed by contractor in NFOCUS:</p> <ul style="list-style-type: none"> -Issue Medical cards for managed care enrollees only. <p>Functions to be performed by the contractor in the DHHS email system:</p> <ul style="list-style-type: none"> -Communicate with state staff.

QUESTIONS	ANSWERS
<p>80. RFP Page # 33; RFP Section: Section IV.D..4.b</p> <p>Please indicate whether the State expects the source of the following data to be from the MMIS, contractor system, or other State system: 1) enrollment 2) Number of provider slots; 3) Number of waiver requests; 4) disenrollments; 5) notifications. If the MMIS is the source of this data, will the State allow the contractor to extract data from the MMIS? Does the MMIS supply any reporting capability to report on the data described above or does the State expect the contractor to supply a reporting capability separate and distinct from the MMIS to report on this specific data? Please confirm that the vendor's system is only responsible for reporting on call data and complaints/appeals data, as described in Attachment B.</p>	<p>1) MMIS 2) MMIS 3) MMIS 4) MMIS 5) MMIS, except the second outreach letter.</p> <p>The contracted vendor will receive a series of data files that will enable the contractor to report on the data. The contractor is expected to maintain reporting capabilities that are separate and distinct from MMIS.</p> <p>The vendor is responsible for reporting all information required in Attachment B.</p>
<p>81. RFP Page # 33; RFP Section: Section IV.D..4.b</p> <p>Please provide information about the technical platform for the current MMIS and NFOCUS systems.</p>	<p>Please refer to RFP Attachment C, Information Technology Compliance Requirements.</p>
<p>82. RFP Page # 38/34; RFP Section: Section V.A..4.b.iv; Section IV.F</p> <p>Section V.A.4.b.iv refers back to Technical Requirements in Section IV.F. This section in turn refers the reader to Attachment D which outlines the Information Technology Compliance Requirements. When you go to Attachment D, this document outlines Assurances. Attachment C outlines Information Technology Compliance Requirements. Should the Reference in Section IV.F be to Attachment C: Information Technology Compliance rather than to Attachment D?</p>	<p>Yes, section IV.F should reference to Attachment C.</p>

QUESTIONS	ANSWERS
<p>83. RFP Page # 38; RFP Section: Section V.A.3.i</p> <p>Please confirm that the requirement to identify specific professionals and provide resumes for proposed personnel who will work on the State's project refers only to key staff as identified in the RFP- e.g., Project Manager, Call Center Supervisor, IT Manager. For other positions, are job descriptions sufficient?</p>	<p>As stated in Section V.A.3.i., the bidder shall provide resumes for all personnel proposed by the bidder to work on the project.</p>
<p>84. RFP Page # 39; RFP Section: Section V.B.C.</p> <p>To confirm, will approval for invoices only occur once a quarter after go-live?</p>	<p>Yes.</p>
<p>85. RFP Page # 39; RFP Section: Section V.B.C.</p> <p>Will payments be based on a fixed price or a cost plus structure? The PRICING SUMMARY request a 'total fixed price' while the PAYMENT SCHEDULE indicates a required 'Reconciliation to actual costs incurred' deliverable.</p>	<p>See response to question #3.</p>
<p>86. RFP Page N/A; RFP Section: Attachment B</p> <p>An annual Consumer Satisfaction Report is required. What mechanism does the Department desire the contractor to use to collect this data?</p>	<p>CAHPS 4.0 Medicaid Survey for adults and children.</p>
<p>87. RFP Page N/A; RFP Section: Attachment E</p> <p>The RFP indicates the term of the contract is for 3 years and 3 months. Should bidders expand the pricing table to include a fourth year to account for the additional 3 months?</p>	<p>The additional 3 months is April-June 2013 for implementation and start up.</p> <p>See response to question # 2</p>

QUESTIONS	ANSWERS
<p>88. RFP Page N/A; RFP Section: Attachment E</p> <p>How will pricing for the extension years be determined?</p>	<p>The RFP is hereby amended in Section III, PP. Prices, first paragraph to read as follows:</p> <p>All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award prices shall remain as bid for the duration of the initial contract period). For the optional renewal periods the State will allow up to a five per cent (5%) increase to the prior year's total firm fixed cost as mutually agreeable to both parties.</p>
<p>89. RFP Page N/A; RFP Section: Attachment E</p> <p>For Pass-through expenses: If the contractor bids \$10 for office supplies for Year 1 and the actual cost turns out to be \$15, is the contractor expected to invoice for the bid amount, or the actual amount?</p>	<p>See response to question #3.</p>
<p>90. Who is the incumbent contractor for enrollment broker services?</p>	<p>The Medicaid Enrollment Center, Inc.</p>
<p>91. If there is none, is the State administering this internally?</p>	<p>See response to question #90.</p>