

## Request for Proposals (RFP) for Navigator Grant Program

### Addendum No. 1 – Questions and Answers

May 6, 2019

1. **QUESTION:** Page 2 of Appendix A – 5c Payment: “The Exchange shall not reimburse the Contractor for any overhead-related expenses, including but not limited to, duplicating, secretarial, facsimile (other than long-distance telephone line charges), clerical staff, proofreading staff, meals and in-state transportation costs.” Could you let us know if an indirect rate is acceptable? Also, we are not sure what you mean by in-state transportation costs – are you paying mileage costs related to this grant

**ANSWER:** The Exchange will not reimburse Navigators for overhead related expenses, mileage, or other expenses related to the performance of the Navigator duties. Navigators must use the grant award to cover all expenses, including overhead, staffing, mileage, and any other cost a Navigator may incur while performing the Navigator duties.

2. **QUESTION:** Page 4 of Appendix A- 9 Insurance: The Contractor shall obtain and maintain at its own cost and expense for the duration of the Agreement, the following insurance. This includes all the coverage under the Liability cost of the program budget. This was confusing to us as this is normally a program cost that is based on staff exposure to risks related to direct grant activities.

**ANSWER:** We are not sure of the question being asked. Navigators must obtain the insurance in the coverage type and amounts included in Section 9 of the form contract included as Appendix A. If a selected Respondent does not currently have this type and amount of insurance, the Navigator must obtain it prior to performing Navigator duties. Navigators must use the grant award to cover all expenses, including insurance costs.

3. **QUESTION:** How many navigators are expected from each \$75,000 grant from Access Health CT?

**ANSWER:** The Exchange anticipates awarding four (4) grants in the amount of \$75,000 each to four (4) Navigators. In other words, one (1) Navigator will receive \$75,000, and there will be four (4) total Navigators in the program. The Exchange reserves the right to modify the number of grant awardees and/or grant award amounts.

4. **QUESTION:** Can we use incentives?

**ANSWER:** We are not sure of the question being asked.

5. **QUESTION:** On printing – Must we use the ones from ACCESS or can we copy, adding the navigator information. This might save us time as we can print in-house.

**ANSWER:** The Exchange expects that Navigators will use their own printing equipment (or printing vendor) if needed. At times, the Exchange will provide pre-printed materials to Navigators for distribution, such as marketing/promotional materials (e.g. brochures, lists of enrollment fairs, enrollment checklists, etc.). Navigators will be responsible for any costs associated with printing materials in performance of the Navigator duties.

6. **QUESTION:** We are glad that the grant will pay for computers. Does it also pay for wi-fi?

**ANSWER:** As a point of clarification, the Navigator grant will not pay for computers. The Exchange will provide each Navigator two (2) computers for enrolling individuals into healthcare coverage. These computers must be returned to the Exchange at the end of the Navigator term. With respect to wi-fi, Navigators must use the grant award to cover **all** expenses, including the cost of maintaining wi-fi service.

7. **QUESTION:** We are a community action agency. Among our programs, we have several behavioral health clinics – some of whom may get enrolled through access health and come to us for services. We would bill for such services. In reading the grant, we did not get the sense that this was what was meant by consideration, but we thought we should check.

**ANSWER:** “Consideration” in this context refers to the payment of commissions in connection with enrolling individuals into qualified health plans. Navigators cannot receive consideration (i.e. payment of commissions) from insurers participating on Access Health CT’s marketplace. Currently, the insurance carriers participating on the marketplace are Anthem and ConnectiCare.

- a. **QUESTION:** Can the navigators actually enroll the individuals, or do we refer them to Access for enrollment?

**ANSWER:** The Exchange will train Navigators to enroll individuals into healthcare coverage or, if necessary, to direct individuals to the Exchange’s Call Center for further assistance.