

Request for Proposals (RFP)
**for Service Platform Supporting Small Business Health Options Program, Stand-
Alone Dental Plans and Ancillary Products**

Addendum No. 1 – Questions and Answers

March 6, 2020

1. **QUESTION:** Could Access Health CT please provide additional guidance for how to approach certain sections of the RTM, such as tabs I1 – Implementation and T4 - Operations of the RTM?

ANSWER: Select 'Extension' in column E, then elaborate in the comments section (Column F) or attach a doc with further explanation of requirements (referencing doc number or name in the comments section).

2. **QUESTION:** The Intro tab of the RTM explains that we need to respond to each requirement with either Out of the Box, Configuration, Extension, or Not Provided. However, after reading the I1 and requirements T4.1.3.1 - T4.1.3.6 – it is unclear that these responses are suited for this tab. Should a narrative response be listed in the comment field?

ANSWER: Please see response above.

3. **QUESTION:** Can you please confirm the current membership statistics and forecasted membership by the time of go-live - broken out by SHOP, SADP, and ancillary products?

ANSWER:

- SHOP = 308 groups; 1508 total membership (lives).
- SADP = 2,357 subscribers; 3,227 members.
- Ancillary Products = We project 5000 – 10,000 new members with our initial product line(s).

4. **QUESTION:** If possible - can you also break out the SHOP and SADP enrollment figures by employer group and by employee?

ANSWER: Access Health CT cannot disclose this information as it is confidential information.

5. **QUESTION:** Does the Exchange have an anticipated contract start date in mind? The go-live date can be ascertained based on the 18-month implementation phase.

ANSWER: The contract start date will be in July of 2020. There will be a multi-phased implementation timeline with Oct. 30, 2020 as the go-live date for phase one.

6. **QUESTION:** Are there metrics that could be shared related to call volume for SHOP / SAPD / ancillary products?

ANSWER: Yes, we average about 2000 calls/month combined.

7. **QUESTION:** Could Access Health CT please provide the following information for SHOP, SADP and ancillary products, related to the following integration points?

- i. number of carriers:

ANSWER:

- SHOP: 2 Carriers
- SADP: 1 Carrier
- Ancillary Products: No carrier as of today's date

- ii. number of providers:

ANSWER:

Please review the following provider directories available at:

- ConnectiCare (SHOP)
<https://secured.connecticare.com/ProviderDirectory/SearchByDoctor?ST=1&BT=2&NT=1&CSID=1010>
- Anthem (SHOP)
<https://www.anthem.com/find-doctor/>
- Anthem (SADP)
<https://www.anthem.com/find-doctor/>

- iii. number of exchange vendors:

ANSWER:

The administration of SHOP and SADP involves eight (8) vendors, however, this number could fluctuate depending on the circumstances at hand.

- iv. other external integration points not listed (including IRS):

ANSWER:

Three other integration points: Internal Revenue Services (IRS), Centers for Medicare & Medicaid Services (CMS) and the Connecticut Department of Social Services (DSS).

8. **QUESTION:** Could Access Health CT please share any details around the how the proposal will be evaluated? For example, is there a scoring mechanism where certain points are awarded to the technical proposal and cost proposal?

ANSWER: Factors in the scoring of proposals during the evaluation phase will include, but not be limited to:

- Respondent background and qualifications
- Respondent responses to RTM
- General functional and technology fit, including:
 - Strategic and administrative services
 - Eligibility and enrollment management
 - Technology enablement
- Implementation and migration approach
- Pricing

9. **QUESTION:** Access Health CT requested printing and mailing costs be included in the Price Proposal. Please confirm whether or not these will be pass-through costs, or if the vendor is responsible for these costs. If the vendor is responsible, could Access Health CT please share additional data around notice volume annually?

ANSWER: We anticipate that the selected Respondent will pass-through printing/ mailing costs. On average, volume is in the range of 10,000 pieces per year.

10. **QUESTION:** Please confirm whether or not keying paper applications will be the responsibility of the vendor or Access Health CT.

ANSWER: The selected Respondent and Access Health CT will share this responsibility. We expect the selected Respondent to have scanning capability instead of keying paper applications.

11. **QUESTION:** Please confirm that the vendor will only be required to build one call center, but if needed, support additional call center locations not built by the new vendor.

ANSWER: Due to the expected volume of calls (see #6), we do not anticipate requiring multiple call centers.

12. **QUESTION:** Please confirm that the Ancillary Product line must support both Individuals and Employer sponsored insurance?

ANSWER: Confirmed. The ancillary product line must support both individual and employer-sponsored insurance coverage.

13. **QUESTION:** Plans are generally approved by plan year at a State level, including the underlying links with various plan details. Please elaborate on the extent to which this responsibility is shifted to the vendor.

ANSWER: We will provide the selected Respondent/vendor with all approved plans.

14. **QUESTION:** Please define the vendor responsibilities regarding (1) decision-making and (2) in-person hearings.

ANSWER: Access Health CT will provide all necessary direction with respect to decision-making and any in-person hearings.

15. **QUESTION:** The RFP speaks to a two-phased 18-month timeline that is subject to change. Can you comment when it is expected that Phase 2 will gain approval to move forward?

ANSWER: We anticipate that Phase 2 will begin sometime 2021.

16. **QUESTION:** CMS has recently opened its platform in a program known as Enhanced Direct Enrollment. Would you welcome allowing certified CT Brokers Direct Access to the SHOP Platform via API?

ANSWER: We are open to considering this option.

17. **QUESTION:** Do you envision the SHOP platform to allow for the execution of an HRA strategy now and/or in the future?

ANSWER: Yes