



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

REQUEST FOR INFORMATION (RFI)

RFI NO. 3988

***NOTE:** If you download this RFI from the Health Care Authority website, you are responsible for sending your name, address, e-mail address, and telephone number to the RFI Coordinator in order for your organization to receive any RFI amendments or vendor questions/agency answers. HCA is not responsible for any failure of your organization to send the information or for any repercussions that may result to your organization because of any such failure.*

SCOPE TITLE: Compact of Free Association (COFA) Islander Health Care Outreach

SUBMISSION DUE DATE: January 31, 2020 by 2:00 p.m. Pacific Standard, Olympia, Washington, USA.

E-mailed submissions will be accepted. Faxed submissions will not.

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1. RFI GOALS AND OBJECTIVES

This Request for Information (RFI) is seeking information that will assist the Washington State Health Care Authority (HCA) in the prospective procurement and implementation of a Washington organization with multilingual language capacity for COFA Islander Health Care outreach.

1.1. RFI GOALS

- Inform – The Health Care Authority is currently gathering information for a possible procurement of Washington organization with multilingual language capacity for COFA Islander Health Care outreach. With this RFI, HCA hopes to inform the vendor community on this prospective procurement, including:
 - The business context for these procurement(s);
 - The framework HCA will use when making decisions regarding the design and implementation of this Washington organization with multilingual language capacity for COFA Islander Health Care outreach ; and
 - The major business and technical complexities HCA anticipates for these solutions
- Learn – The Health Care Authority aims to use this RFI as a means to learn from the vendor community:
 - What is their multilingual language capacity and how can they serve all individuals from the Federated States of Micronesia, the Republic of Palau and the Republic of the Marshall Islands?
 - Do they have experience in language access for ESL and LES communities, such as using culturally accessible, visual symbols of the community in lieu of words and text
 - Can they translate written materials?
 - Can they hire COFA islanders as part of their campaign?
 - Can they reach audiences statewide? Are they affiliated with each of the island communities throughout the state?
 - Do they have the knowledge about Medicaid, Medicare, Qualified Health Plans (QHP) and COFA Islander Health Care eligibility requirements
 - Do they have expert knowledge of Washington Healthplanfinder, including the ability troubleshoot application errors, enroll individuals in qualified health plans, and assist with conditional eligibility verification?
 - Do they have navigator access to Washington Healthplanfinder?
 - Do they have the capacity to host outreach and enrollment events during open enrollment?
 - Do they have the capacity to assist COFA islanders with patient responsibilities and benefit utilization throughout the year?
 - What experience do they have working with marginalized populations, including non-English speaking stakeholders
 - Do they have experience working with displaced communities of color?
 - Do they have experience working through grass root channels?
 - Do they have the ability to access tax experts to increase tax filing knowledge and education?
- Guide – The Health Care Authority hopes to use this RFI to promote speed to value in our effort to design, procure, and implement a Washington organization with multilingual language capacity for COFA Islander Health Care outreach in the following ways:
 - Determine an organizations capacity to:
 - Reach COFA islanders across the state using culturally and linguistically accessible information

- Provide consistent community engagement through education and outreach throughout the year
- Assist with applications for and enrollment in COFA Islander Health Care and COFA Islander Dental Care

1.2. HCA OBJECTIVES

- Decide whether to issue a solicitation;
- Determine the scope of work; and
- Create an RFP, or RFQQ distribution list.

2. BACKGROUND

COFA Islander Health Care is a Health Care Authority program that pays for QHP premiums and out-of-pocket costs for Washington residents from the Republic of the Marshall Islands, the Republic of Palau and the Federated States of Micronesia when they:

- Have income under 133% of the federal poverty level
- Enroll in a silver level qualified health plan
- Are eligible for and accept the maximum advance premium tax credit

COFA Islander Dental Care will begin in 2021 and will provide dental benefits under a qualified dental plan.

Engrossed Senate Bill 5274, which the Legislature passed in 2019, requires the Health Care Authority, in consultation with the Commission on Asian Pacific American Affairs (CAPAA), to develop a comprehensive community education and outreach program. This includes contracting with a Washington organization that has multilingual language capacity to facilitate applications for and enrollment in, COFA Islander Health Care and COFA Islander Dental Care. The education and outreach program will provide culturally and linguistically accessible information to facilitate participation in the programs, including but not limited to enrollment procedures, benefit utilization and patient responsibilities.

3. CONTENT OF RESPONSES

This section outlines the elements requested in the response for this RFI. Subsequent sections provide additional background and detail on these requested response elements. The timeline in Section 4.2 includes time for additional questions to address any information not covered in the subsequent sections.

3.1. RFI RESPONSES

HCA is seeking information on potential solutions that would provide Washington organization with multilingual language capacity for COFA Islander Health Care outreach to achieve the goals listed above.

Exhibit A, attached, contains questions and desired capabilities that are to be used as prompts for the information being sought under this RFI.

Please use the above capabilities as a framework in your responses to the requirements in the next section. This common framework will greatly facilitate interpretation of the RFI results.

3.2. RFI RESPONSE REQUIREMENTS

Please respond to the following items in your response. Clearly reference where each item below is addressed. Please use the capabilities defined above as a framework for bundling your goods and services in your responses. For each item listed below, in parentheses, HCA has provided a **suggested** page limit. While HCA is interested in learning as much as possible, it values your time and does not want you spending a lot of it preparing a large response. Therefore, these numbers are provided as a **guideline only**, and you are free to exceed these suggested limits.

- In the submitted response please include restate the question first (in order as listed in Exhibit A) and include the response below the restated question.
- Suggested three (3) page limit per question

Responses may include any preprinted materials that would provide the information HCA requests.

Respondents do not need to answer every question in order to submit a response; Respondents should feel free to only answer those questions that are applicable to their organization.

3.3. RANGE OF POTENTIAL SOLUTIONS

The breadth of products and services covered in this RFI will likely require goods and services from multiple vendors. Please feel free to coordinate with other vendors on a single response. Alternatively, please feel free to respond with a limited scope based on the nature of your goods and services and document the scope of your solution within the introduction of your response.

4. ADMINISTRATIVE TERMS AND CONDITIONS

4.1. RFI COORDINATOR

Please submit responses to the RFI Coordinator at the following address and/or email:

Name	Lyudmila Kozlova
E-Mail Address	HCAProcurements@hca.wa.gov
Phone Number	(360) 725-1930

Please be sure to include the RFI Number (**RFI 3988**) in the subject line of any emails.

4.2. RFI SCHEDULE

Release RFI	12/27/2019
Vendor Questions due by 4:00 p.m.	01/10/2020
Answers to Vendor Questions	01/17/2020
Vendor Submissions due by 2:00 p.m.	01/31/2020

HCA reserves the right to change the RFI Schedule at any time.

4.3. RESPONSE FORMAT

Please do not cut and paste responses into this RFI. Instead, provide a response as a separate document using the corresponding item number listed in EXHIBIT A.

Responses should be provided in an electronic format, such as Adobe Acrobat or Microsoft Word. This will assist in HCA's review process. You only need to provide a single copy of your response. Responses may be provided in more than one file and submitted in more than one email. HCA prefers that all responses be submitted via email to the RFI Coordinator. A physical copy of responses and materials will also be accepted. However, faxed responses will not.

Please note that HCA will not accept zipped or compressed files in connection with this RFI. HCA will not open any such file. If individual files to a response are too large, please send multiple emails instead of compressing files.

A. Cost of Response

You will not be reimbursed for any costs associated with preparing or presenting any response to this RFI.

B. Response Property of HCA

All materials submitted in response to this RFI become the property of HCA. HCA has the right to use any of the ideas presented in any response to the RFI.

C. Public Records and Proprietary Information

Any information contained in the response that is proprietary or confidential must be clearly designated as such. The page and the particular exception(s) from disclosure must be identified. Each page claimed to be exempt from disclosure must be clearly identified by the word "confidential"

printed on the **lower right hand corner** of the page. Marking the entire response as confidential will be neither accepted nor honored and may result in disclosure of the entire response.

To the extent consistent with chapter 42.56 RCW, the Public Records Act, HCA will maintain confidentiality of your information marked confidential or proprietary. If a request is made to view your proprietary information, HCA will notify you of the request and of the date that the records will be released to the requester unless you obtain a court order enjoining that disclosure. If you fail to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified in its notice to you.

HCA's sole responsibility will be limited to maintaining the above data in a secure area and to notify you of any request(s) for disclosure for so long as HCA retains your information in HCA records. Failure to so label such materials, or failure to timely respond after notice of request for public records has been given, will be deemed a waiver by you of any claim that such materials are exempt from disclosure.

4.4. REVISIONS TO THE RFI

HCA reserves the right to amend this RFI at any time. In the event it becomes necessary to revise any part of this RFI, addenda will be provided via e-mail to all individuals who have made the RFI Coordinator aware of their interest. Addenda will also be published on Washington's Electronic Bid System (WEBS). The website can be located at <https://fortress.wa.gov/ga/webs/>. For this purpose, the published questions and answers and any other pertinent information will be provided as an addendum to the RFI and will be placed on the website.

HCA reserves the right to cancel or reissue this RFI at any time, without obligation or liability.

4.5. NO OBLIGATION TO BUY OR ISSUE SOLICITATION

HCA will not contract with any vendor as a result of this RFI. While HCA may use responses to this RFI to draft a competitive solicitation for the subject of these services, issuing this RFI does not compel HCA to do so.

Responding to this RFI will not be a requirement of future solicitations. Responses and information provided in response to this RFI will not be considered when evaluating bidders responding to any future solicitation.

If HCA does a solicitation, HCA will post it on WEBS.

4.6. SECURITY AND PRIVACY REQUIREMENTS

Any solution HCA procures and implements will need to comply with applicable state, federal, and industry regulations, such as the following:

- HIPAA Privacy, Security and Breach Notifications
- WA State OCIO Security Standard, OCIO 141.10
- 42 CFR Part 2
- RCW 70.02
- HCA Privacy and Security Policies, such as HCA 1-02 and HCA 6-16
- NIST 800-53 Rev 4

Further information about any of the above can be provided at vendor request.

Exhibit A

1. Ability to translate all six languages and some dialects
 - a. Can your organization provide translation in Chuukese, Yapese, Marshallese, Palauan, Pohnpeien, and Kosraean?
 - b. Can your organization provide translations across generational differences and between dialects?
2. Equally assist all individuals in enrollment and outreach activities, regardless of country of origin
 - a. Can your organization assist in outreach events for all COFA islanders, regardless of country of origin?
 - b. Describe your experience working with displaced communities of color.
3. Must have reliable transportation.
 - a. COFA islanders live across the state, in cities including Spokane, Vancouver and Seattle. Describe your ability to reach communities across the state.
4. Staff navigators or Certified Application Counselors (CACs) to enroll individuals in Qualified Health Plans and Qualified Dental Plans (QDP).
 - a. Expert knowledge of Washington Healthplanfinder, Medicaid, Qualified Health Plans, Tax credits and applications is needed to assist the community in applications and enrollment. Describe your knowledge of these systems and your level of expertise.
 - b. Are there navigators or certified application counselors in your organization?
5. Staff in-person assisters in each of the most populous regions according to the HCA. Organizations are not localized to one region.
 - a. Pockets of COFA Island communities live throughout the state, need assistance throughout the year and prefer in-person communication. Describe your ability to consistently provide assistance across the state.
 - b. Describe your capacity to travel/ provide a presence in the following counties: King, Spokane, Clark, Snohomish and Pierce.
6. Have Medicaid knowledge and can help families with children's Washington Apple Health (Medicaid) renewals and other programs such as Alien Emergency Medical and Medical Care Services.
 - a. COFA Islander Health Care is for adults; however, many have families and children on Apple Health. Describe your ability to assist families with all their application needs.
7. Have Medicare knowledge for COFA Islander Dental Care enrollment assistance.
 - a. COFA islanders may be eligible for Medicare and a vendor will need to explain their options. Beginning in 2021, COFA Islander Dental Care may be one option. Please describe your level of expertise and knowledge of Medicare and other programs available to this population.
8. Can host events for education and enrollment events
 - a. COFA islanders generally prefer in-person communication and enrollment assistance. Describe your plan for hosting enrollment events throughout the state.
9. Assist with Conditional Eligibility Verification, carrier questions and direct COFA islanders where to go when questions arise.
 - a. COFA islanders may need to provide verification to the Washington Healthplanfinder due to conditional eligibility for QHP. Describe your experience working with individuals going through the Conditional Eligibility Verification Process.
 - b. Once enrolled, COFA islanders may have questions including but not limited to, how to access care, how to use their benefits or how to get help with their applications. Describe your experience working with individuals enrolled in qualified health plans that need assistance accessing care or understanding their benefits.
10. Knowledge of immigration rules.

- a. Describe your experience working with Washington residents that are not US citizens.
 - b. Describe your knowledge of immigration rules as related to submitting an application in Washington Healthplanfinder.
- 11. Knowledge of COFA Islander Health Care program and policies.
 - a. Describe your knowledge of the policies around COFA Islander Health Care and COFA Islander Dental Care and your knowledge of the programs.
- 12. Able to work with stakeholders and community organization, in addition to the Health Care Authority.
 - a. Providing assistance to COFA islanders for COFA Islander Health Care and COFA Islander Dental Care includes working with stakeholders and community organizations. Describe your experience working with external partners, stakeholders and community organizations.