



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

626 8th Avenue • P.O. Box 42702 • Olympia, Washington 98504-2702

December 19, 2018

TO: Potential Bidders

From: RFP Coordinator

SUBJECT: RFP 2982 – SEBB Dependent Verification Amendment 1

The purpose of Amendment one (1) to RFP 2982 is HCA's responses to the submitted questions, attached below.

Please note:

- All communication regarding this RFP must be directed to the RFP Coordinator at contracts@hca.wa.gov. All other communication will be considered unofficial and non-binding on HCA. Communication directed to parties other than the RFP Coordinator may result in disqualification of the potential Bidder.
- Mandatory Letters of Intent are due December 20, 2018 by 2:00 p.m. PT
- Proposals are due January 4, 2019 by 2:00 p.m. PT.

Thank you,

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RFP Coordinator
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Amendment

RFP2982 - SEBB Dependent Verification

#	Bidder Questions	HCA Response
1	Do all Districts have to coordinate their dependent verification reviews through the chosen provider? Will they be able to select an alternative or can they do it on their own if they choose or pay for a different vendor?	Dependent Verification can happen two ways: 1. The DV Documents are uploaded into the HCA online enrollment program (SEBB My Account), where they are added into an "unverified documents" queue. 2. A benefits administrator at the SEBB Organization can attest to the validity of the document as an administrator in SEBB My Account without the need to upload.
2	How often will a DVR cycle be conducted? Other health plans we work with often have 2-3 year cycles.	As stated in the RFP Section 1.2, HCA is seeking assistance for the initial SEBB Open Enrollment (Oct 1 - Nov. 15, 2019) and the time period before benefits begin on Jan 1, 2020. After that, it will be the responsibility of the SEBB Organization benefits administrators to verify dependents at their respective organizations.
3	Most health plan providers elect not to capture a copy or image of the documents for security purposes, such as OEBB. Is this your intent, or will you require copies of the document be captured and stored?	HCA will capture the document strictly for the purposes of verification. Once the documents have been validated in SEBB My Account, the scanned image of the document will be destroyed. This destruction process will be the responsibility of HCA.
4	How will the chosen vendor be provided data on eligibles? Will it come directly from SEBB or the individual districts?	As stated in the RFP Section 1.2, HCA will provide training and secure access to the awarded Contractor's personnel through SEBB My Account. Once the personnel logs in, they will have access to a dashboard with the information tools needed to verify dependents.
5	Where will the data be housed?	Validation information will be housed in HCA's system of record (PAY1). The images will not be retained after they have been validated.
6	How do you anticipate documentation data flowing from the vendor to SEBB? Will we be using exclusively SEBB systems or can we provide an excel spreadsheet with results of seen, unseen, or incomplete?	HCA anticipates data on the status of DV documents to be provided via SEBB My Account. However, we may ask for performance metrics on staffing numbers.
7	Will the state already have the data indicating who will be submitting documents in advance of the process beginning? If not, should we assume that the queue of people that need to have documents verified will just begin forming at the start of open enrollment and grow as we go?	HCA anticipates an initial load of demographic data into our system of everyone who is eligible for SEBB. This data will give us good expectation of how many subscribers there are, however, we will not know how many dependents will join until Open Enrollment. We estimate about 150,000.
8	Understanding that documents will flow in over time, how will processors know when there are documents awaiting review? Is there some kind of queue?	Yes. SEBB My Account is expected to provide data on outstanding DV documents.
9	Is there already a dashboard that exists within the state's systems where documents can be displayed for review and then marked as acceptable or not? Or is this being developed for this project?	It is currently under development.

10	To better understand the needed labor and hours to complete this process, can you tell us how many screens or clicks a worker will have to go through to get to the place where they can see and evaluate a person's documents? How much time is involved on each individual review?	It is estimated with HCA's system, trained personnel can process an error-free DV document in under a minute. Each document will be viewed and then two clicks will be necessary: one to say the document was verified or rejected; and second to describe the type of document viewed.
11	Does a worker have to log in repeatedly to see each set of documents or can they stay logged in and have some kind of administrative privileges to jump from account to account?	HCA's goal is to have single access to all of the documents needing verification. (limited administrative access)
12	Can your system restrict access for our workers to only access necessary information? We would not want to have them stumble upon anything they should not have access to.	Yes
13	How will workers be kept from working the same account or duplicating efforts?	The system will be able to handle these issues.
14	Can the state's systems be accessed 24/7 or only during certain times of day?	HCA anticipates that system access will be available 24/7 (with the exception of required program maintenance periods).
15	Because the approximate amount of documents being collected is 150,000 and the number of dependents is approximately 150,000, we are assuming only marriage certificates and birth certificates are being collected. As a best practice of properly verifying dependent eligibility, is the state aware that a marriage certificate by itself does not prove that a couple is still legally married? Would the state be willing to accept recommendations for what documents should be collected to make this process thorough?	HCA has a detailed policy for DV in use currently with PEBB. SEBB will utilize a similar policy. HCA will supply the list of acceptable documents and training on how to review the documents.
16	While the RFP states an approximately 3 month contract is needed, with training, the timeframe appears to be 4 months. Can we price our proposal based on 4 months?	The Contract is scheduled to start September 1, 2019, however the only activity currently scheduled to happen in September is training. The actual work will begin October 1, 2019.
17	Is a certified Women's Business Enterprise from another state acceptable?	HCA is only interested in information regarding OMWBE status in Washington state.
18	Are there tools in the current systems that will be usable by the chosen vendor for providing reporting? We are trying to understand how to report on performance when work will be done outside of our system.	Yes. At this time, we have not outlined the specifics on performance reporting.
19	What are the anticipated contractual performance requirements for production speed and accuracy on a daily and weekly basis?	All DV documents verified no later than December 31, 2019. However, per RFP Section 3.2, Bidder are encouraged to propose metrics.
20	Would the state be willing to hear a proposal of using our proprietary dependent verification platform rather than the state's systems?	At this time HCA will be utilizing the in-house system.
21	How is the state notifying employees of document requirements?	HCA is utilizing a train-the-trainer approach to educate SEBB Organization benefits administrators, who in turn, educate the employees. This will happen in conjunction with a communications campaign and a benefit portal online.
22	What methods are being offered for submission of documents? For example, our system allows submission via desktop computer, mobile web portal, digital fax, and U.S. mail.	Employees will have the option of uploading directly via SEBB My Account or they can provide the document to their SEBB Organization benefits administrators.

23	How are participants being notified of status (partial, complete, no response reminders)? This is critical to making sure people understand how to verify eligible dependents.	They will have access to their status via SEBB My Account. For invalid documents, an automatic mailed message will be sent to the employee.
24	How is the state tracking response rates to make sure employees are understanding and participating?	HCA will use internal tracking mechanism to monitor validation progress
25	Is there a call center to provide assistance with questions and sourcing documents?	There is a call center available to SEBB Organization benefits administrators who will act as the first line of support or employees.
26	Are we validating medical and dental only, or will the state include the other coverages mentioned in the RFP (life, LTD, "other" benefits??)	HCA will require DV for medical, dental, and vision coverage. If an employee elects supplemental life insurance for dependents, the same documents could be used.
27	Is the process validating active employees, or will retirees and those on continuation be reviewed too?	At this time SEBB is only validating the dependents of active employees
28	Would the state be interested in ongoing review of the contractor of new dependents added after this process since the incumbent methods will no longer be used?	HCA is not anticipating ongoing DV by the selected vendor at this time. As stated in the RFP section 1.2, "Documents submitted November 16, 2019 and after will be the responsibility of the SEBB Organizations."
29	What happens with non-compliance, and people with insufficient documentation at the close of the enrollment and review process?	Employees will be notified that the dependent documents supplied did not meet requirements and they will be asked to resubmit. At some point (not yet determined), unverified dependents will not be provided coverage.
30	Is the state targeting 100% compliance / response rate? Without processes in place such as follow up communications, call center support, multiple methods of response, etc., our experience suggests response rate will be low.	Yes. Processes for direct follow-up communication will be in place.
31	Will your organization field all calls regarding participant questions regarding documentation requirements, dependent verification status, etc. during the verification process?	Only from SEBB Organization Benefits Administrators and possibly from labor union representatives.
32	You mentioned "150,000 spouses, domestic partners, and children" are estimated to enroll in these benefits and undergo verification. Do you have an estimation for the number of participants that represents for your population?	We estimate: 150,000 Eligible SEBB Organization employees 150,000 Eligible Dependents
33	You mentioned you expect 150,000 documents to need to be reviewed. After reviewing your verification requirements online, do you expect to change them for this verification project? In our experience, we would expect 331,500 documents, using an estimated 150,000 dependents with your standard documentation requirements.	Verifying 150,000 dependents would at most require a 1:1 ratio of documents to dependents. Some documents, however, such as a tax form, can be used to validate multiple dependents. In our experience, we do not anticipate 331,500 documents unless there are 331,500 dependents.
34	Your online site mentions a spousal premium. Are you incorporating an affidavit of spousal eligibility into the requirements for this program?	Not for DV. Spousal Surcharge attestation will be a separate component of the enrollment process.
35	Would you consider consultation on a different delivery model, including base technology, to manage this program – with proven success?	Not at this time. HCA views the RFP as primarily a vehicle for securing one-time assistance for the initial open enrollment.

36	<p>Section 1.2 of the RFP says “The initial training provided by HCA may be on site at HCA or can be done remotely depending on the awarded Contractor’s location.”</p> <ul style="list-style-type: none"> o How far (what distance) is HCA willing to travel for the initial training if done in person? o If done remotely, what are the requirements for hardware, software, etc. to ensure remote training is effective? 	<ol style="list-style-type: none"> 1. If the training is chosen to be done in-person, it will be conducted at HCA in Olympia, WA and will be at the Contractor's expense to travel. 2. HCA uses Skype for Business to conduct business remotely.
37	<p>Section 1.2 of the RFP states “This work will be done remotely at the Contractor’s place of business or other HCA approved location”. What are the requirements for hardware, software, and security necessary to provide remote work for this project?</p>	<p>HCA anticipates the awarded Contractor's personnel will utilize a computer/laptop, internet connectivity and security credentials provided by HCA after training.</p>
38	<p>Section 1.2 (Objectives and Scope of Work) states "The awarded Contractor’s personnel will be trained by HCA staff to identify valid and invalid DV documents. They would then be given limited access to an existing HCA administrative dashboard, which would display pending DV documents”. However, Section 4.17 (HCA Network Security) says "Contractor agrees not to attach any Contractor-supplied computers, peripherals or software to the HCA Network without prior written authorization from HCA’s Chief Information Officer... Contractor will have access to the HCA visitor Wi-Fi Internet connection while on site." These sections seem inconsistent.</p> <ul style="list-style-type: none"> o Since the work will be done remotely (as described in Section 1.2), how is the Contractor able to access the existing HCA administrative dashboard without "attaching any Contractor-supplied computers, peripherals, or software to the HCA Network"? o Will the Contractor be required to submit a request and receive prior written authorization from HCA's CIO prior to commencing work? 	<ol style="list-style-type: none"> 1. The awarded Contractor's staff would log-in to HCA's system through a web based portal. There will be no Contractor hardware needed to attach to HCA's system. 2. No, see response above.
39	<p>RFP Section 4.1 says “HCA, at its sole discretion, may elect to select the top-scoring firms as finalists for an oral presentation.” When and where does the HCA anticipate the oral presentation will take place?</p>	<p>This is undetermined at this time. If HCA chooses to conduct Oral Presentations, that will at the discretion of HCA.</p>
40	<p>Exhibit C (Draft Sample Contract) says the contractor is expected to have “Regular, punctual attendance at all meetings.”</p> <ul style="list-style-type: none"> o Does HCA anticipate regularly scheduled meetings through the period of performance? o May the contractor participate remotely? 	<ol style="list-style-type: none"> 1. Yes. 1. Yes.
41	<p>Exhibit C Section 3.6 says “Key Staff must not be changed during the term of the Statement of Work from the people who were described in the response for the first SOW or those Key Staff initially assigned to subsequent SOWs...” Who does the HCA consider to be key staff?</p>	<p>Key staff would be the personnel directly working on the work described in the RFP and resulting contract. It is critical that the awarded Contractor's personnel receive the HCA DV training prior to work commencing.</p>