

RFP # 2023-PHE-01**Alabama Medicaid Agency COVID Unwinding****Proposer Questions and Agency Answers****4/14/2023**

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| Question ID: | 1 |
| Date Question Asked: | 3/27/2023 |
| Question: | Please confirm the state only wants a vendor to support PHE unwinding activities for the 2,400 District Office certified ABD individuals and the 19,500 SSI certified individuals no longer eligible for SSI and have not yet been determined eligible for an ABD Medicaid program. |
| Section Number: | SOW Section I Background |
| RFP Page Number: | 16 |
| Agency Answer: | The state wants a vendor to assist with those populations. However, some individuals may not meet the criteria for any of the ABD programs and would need to be referred to other programs administered by the state such as MAGI and Medicare Saving related programs. |
| Question ID: | 2 |
| Date Question Asked: | 3/27/2023 |
| Question: | Does Alabama have Medicaid eligibility time study data that can be provided to help create an accurate staffing and cost estimate? If so, will Alabama please make this available. |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 3 |
| Date Question Asked: | 3/27/2023 |
| Question: | Will Alabama provide laptops and headsets for the winning bidder's staff? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |

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| Question ID: | 4 |
| Date Question Asked: | 3/27/2023 |
| Question: | Is Alabama providing call center infrastructure to support the work under this RFP? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state provides a call center infrastructure that supports all Medicaid populations. |
| Question ID: | 5 |
| Date Question Asked: | 3/27/2023 |
| Question: | Will Alabama provide the vendor access to existing systems used to determine Medicaid ABD eligibility? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No, vendor will be provided data from the system available. |
| Question ID: | 6 |
| Date Question Asked: | 3/27/2023 |
| Question: | Will Alabama provide existing training materials, job aids, and other process documentation related to Medicaid ABD eligibility determination? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 7 |
| Date Question Asked: | 3/27/2023 |
| Question: | Will Alabama provide ongoing training to the vendor's staff, or will the state use a train the trainer approach? For example, the AL trainer would train the vendor trainer and then the vendor trainer would train the eligibility specialists. |
| Section Number: | SOW Section II Scope of Work |
| RFP Page Number: | 8 |
| Agency Answer: | Yes |

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| Question ID: | 8 |
| Date Question Asked: | 3/27/2023 |
| Question: | Please clarify if the vendor will be responsible for all inbound Medicaid calls or just those from the 2,400 District Office certified ABD individuals and the 19,500 SSI certified individuals identified, "Vendor will provide staffing and infrastructure to provide recipients support through inbound calls for initial Medicaid Recipients, general information, and basic issue resolution for recipients." |
| Section Number: | SOW Section II Scope of Work |
| RFP Page Number: | 8 |
| Agency Answer: | The vendor will only be responsible for providing outreach to those individuals identified by the state in relation to securing needed applications and verifications to determine possible eligibility for ABD programs. |
| Question ID: | 9 |
| Date Question Asked: | 3/27/2023 |
| Question: | Please confirm Alabama is expecting the vendor team to perform in scope services remotely. |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes, if a vendor chooses to perform services remotely. |
| Question ID: | 10 |
| Date Question Asked: | 3/27/2023 |
| Question: | Are services being provided in a setting where a level of care determination would need to be made? If so, what percent of applicants do you estimate would require the level of care determination? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Vendor will not be responsible for level of care determinations. |

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| Question ID: | 11 |
| Date Question Asked: | 3/27/2023 |
| Question: | Does the state have the ability to perform redeterminations in an automated fashion via existing systems or is this a manual process? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The vendor will perform manual processes to make recommendations to the state. |
| Question ID: | 12 |
| Date Question Asked: | 3/27/2023 |
| Question: | “Provide a detailed description of the process to ensure initial applications and redeterminations are reviewed and acted upon timely.” Please confirm the vendor will be required to make recommendations on initial eligibility applications, and if so, please provide the average number of initial applications received monthly. |
| Section Number: | SOW Section II Scope of Work |
| RFP Page Number: | 8 |
| Agency Answer: | Yes, the vendor will be required to make recommendations to the state. The number will be based on the ability of the vendor to secure needed applications and verifications to make the recommendations. |
| Question ID: | 13 |
| Date Question Asked: | 3/27/2023 |
| Question: | There is a reference to a Project Manager and an Agent Liaison, are these intended to be the same person, or two different roles required roles the vendor should provide? |
| Section Number: | SOW Section II Scope of Work |
| RFP Page Number: | 7 |
| Agency Answer: | They are not intended to be the same person, but it could be based on the vendor’s structure. |

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| Question ID: | 14 |
| Date Question Asked: | 3/28/2023 |
| Question: | Due to the specific PHE scope, are ACRO vendors, supporting Medicaid, eligible to bid on this Unwinding procurement? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | ACRO vendors are not specifically excluded provided there are no conflicts of interest. |
| Question ID: | 15 |
| Date Question Asked: | 3/28/2023 |
| Question: | Are you looking for a vendor to support only the redeterminations of ABD populations or all persons enrolled in Alabama Medicaid? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state wants a vendor to assist with determination recommendations for the 2,400 District Office certified ABD individuals and the 19,500 SSI certified individuals no longer eligible for SSI and have not yet been determined eligible for an ABD Medicaid program. However, some individuals may not meet the criteria for any of the ABD programs and would need to be referred to other programs administered by the state such as MAGI and Medicare Saving related programs. |
| Question ID: | 16 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many Medicaid recipients will be impacted by the redetermination? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | All Medicaid recipients will be reviewed during the Unwinding period. However, this procurement is for a specific subset of the District Office certified ABD individuals and the SSI certified individuals no longer eligible for SSI and have not yet been determined eligible for an ABD Medicaid program. |

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| Question ID: | 17 |
| Date Question Asked: | 3/29/2023 |
| Question: | What are the anticipated call volumes by day/week/month? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The call center volume for the total Medicaid population of over one million was 44,718 for March 2023. The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes. |
| Question ID: | 18 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are both inbound and outbound calling within scope? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 19 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the approximate volume of inbound versus outbound calls? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The majority will be outbound during the outreach phase and the inbound will be primarily in the development of the application/renewal. The call center volume for the total Medicaid population of over one million was 44,718 for March 2023. The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes.. |
| Question ID: | 20 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the anticipated average handle time per call? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The handle time will depend on the nature of the call. However, an average ABD application may take up to 30 minutes to complete the initial interview and discuss needed verifications. Follow up with the applicant may take up to an additional 30 minutes. |

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| Question ID: | 21 |
| Date Question Asked: | 3/29/2023 |
| Question: | Does the vendor need to support any language besides English? If yes, please provide the percentage of calls/apps for each language. |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Non-English speaking population's applications will be administered by the state. |
| Question ID: | 22 |
| Date Question Asked: | 3/29/2023 |
| Question: | How long is agent training? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The initial onboarding is expected to last 3-5 days with ongoing training support provided throughout. |
| Question ID: | 23 |
| Date Question Asked: | 3/29/2023 |
| Question: | Who provides agent training? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state. |
| Question ID: | 24 |
| Date Question Asked: | 3/29/2023 |
| Question: | Please confirm, remote agents are acceptable. |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 25 |
| Date Question Asked: | 3/29/2023 |
| Question: | What systems will the vendor provide? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The vendor will provide any needed systems to perform the scope of work in compliance with all state and federal regulations. |

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| Question ID: | 26 |
| Date Question Asked: | 3/29/2023 |
| Question: | What systems does Medicaid provide? How are those system accessed by vendor staff? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state will not provide systems to the vendor. |
| Question ID: | 27 |
| Date Question Asked: | 3/29/2023 |
| Question: | How are applications accepted (e.g. email fax, web portal, USPS, etc.)? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The vendor will receive fax, email and USPS mail. |
| Question ID: | 28 |
| Date Question Asked: | 3/29/2023 |
| Question: | How long (in hours), including outreach to applicants, does an average review take? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | An average ABD application may take up to 30 minutes to complete the initial interview and discuss needed verifications. Follow up with the applicant may take up to an additional 30 minutes. |
| Question ID: | 29 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the anticipated agent count required to complete the SOW? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The vendor would need to provide sufficient numbers of agents to fulfill the SOW based on the vendor's plan to complete the SOW. |

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| Question ID: | 30 |
| Date Question Asked: | 3/29/2023 |
| Question: | If volumes and handle times are not known, it is difficult to calculate a fixed price. Would you consider an alternative pricing model based on hourly rates? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 31 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many calls per month should vendors plan for? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | Inbound call volume for the total Medicaid population was 44,718 for March 2023. The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes. |
| Question ID: | 32 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the current average handle time for calls? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | An average ABD application may take up to 30 minutes to complete the initial interview and discuss needed verifications. Follow up with the applicant may take up to an additional 30 minutes. |
| Question ID: | 33 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many outreach calls per member is the vendor expected to perform? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | The outreach calls per member depends on the number of agents performing outreach to the identified population. |

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| Question ID: | 34 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the documenting and reporting happen in a state system or a vendor-supplied system? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | The vendor will provide the recommendation to the state and the state will enter information into the state system. |
| Question ID: | 35 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the volume of applications and redeterminations the vendor is expected to review? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | The state wants a vendor to assist with determination recommendations for the 2,400 District Office certified ABD individuals and the 19,500 SSI certified individuals no longer eligible for SSI and have not yet been determined eligible for an ABD Medicaid program |
| Question ID: | 36 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many hearings does the State anticipate? |
| Section Number: | II. Scope of Work, Key Personnel |
| RFP Page Number: | |
| Agency Answer: | The vendor will not be responsible for participating in hearings. |
| Question ID: | 37 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the hearings be in person or virtual? |
| Section Number: | II. Scope of Work, Key Personnel |
| RFP Page Number: | |
| Agency Answer: | The vendor will not be responsible for participating in hearings. |
| Question ID: | 38 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is the estimated volume for initial applications? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | |
| Agency Answer: | It depends on the successful outreach efforts. |

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| Question ID: | 39 |
| Date Question Asked: | 3/29/2023 |
| Question: | How often will the State provide the vendor an outreach file? Does the vendor need to prioritize outreach (such as by renewal date)? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | The state will provide the priority of the cases. |
| Question ID: | 40 |
| Date Question Asked: | 3/29/2023 |
| Question: | What percentage of this population does the State estimate to be unreachable? Please describe the process the State would like the vendor to follow if a member is not reachable. |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state will provide the vendor processes if the member is determined to be unreachable. |
| Question ID: | 41 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the State allow the vendor to use text messages for outreach attempts? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 42 |
| Date Question Asked: | 3/29/2023 |
| Question: | When mail is used for outreach, are letters generated out of an existing state eligibility/enrollment system, or will letters be generated out of the vendor's system? Is the vendor or State responsible for printing and mailing letters? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | Vendor costs associated with printing and mailing to the identified populations should be tracked and reported to the state by the winning vendor. |

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| Question ID: | 43 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many hours of training in total? Is training virtual or in-person? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | The initial onboarding is expected to last 3-5 days with ongoing training support provided throughout and is expected to be virtual. |
| Question ID: | 44 |
| Date Question Asked: | 3/29/2023 |
| Question: | Is the Project Manager and Agent Liaison the same role? If they are not the same role, please provide more information about the Agent Liaison's responsibilities. |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | They are not intended to be the same person, but it could be based on the vendor's structure. |
| Question ID: | 45 |
| Date Question Asked: | 3/29/2023 |
| Question: | Is there any ability to leverage existing state training/processes for users performing eligibility determination? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 46 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are there staffing requirements for personnel performing the eligibility determination function? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | No |

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| Question ID: | 47 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are forms or letters required in any language other than English? |
| Section Number: | II. Scope of Work |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 48 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can Medicaid verify that 19,500 individuals are the scope of this contract, or should vendors anticipate more individuals being added? If more will be added, what is the total number we should anticipate? |
| Section Number: | I. |
| RFP Page Number: | 7 |
| Agency Answer: | Yes, in addition to the ABD District Office certified individuals identified. |
| Question ID: | 49 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can Medicaid clarify that the Agent Liaison is a responsibility for the Project Manager, and not a separate position? If the Agent Liaison is a separate position, can Medicaid clarify the position responsibilities and whether or not the position is key personnel? |
| Section Number: | II. |
| RFP Page Number: | 7 |
| Agency Answer: | They are not intended to be the same person, but it could be based on the vendor's structure. |
| Question ID: | 50 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can Medicaid clarify the "Plan to submit questions to the Agency"? |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The state will provide the plan to submit questions to the state from the winning vendor. |

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| Question ID: | 51 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will Medicaid consider a highly qualified PM with significant relevant experience in lieu of an undergraduate degree? |
| Section Number: | II. |
| RFP Page Number: | 9 |
| Agency Answer: | No |
| Question ID: | 52 |
| Date Question Asked: | 3/29/2023 |
| Question: | Some of our most experienced personnel have obligations that occasionally require travel throughout the United States, while still being available during normal Central Time business hours. Can Medicaid clarify all personnel that work off-site, remote, or work from home must be physically located in the United States, not limited to the continental United States? |
| Section Number: | II. |
| RFP Page Number: | 9 |
| Agency Answer: | Yes |
| Question ID: | 53 |
| Date Question Asked: | 3/29/2023 |
| Question: | Our company provides support throughout the United States and draws on the best expertise available. Can Medicaid clarify all personnel working on the program must be physically located in the United States, not just the continental United States? |
| Section Number: | V.a |
| RFP Page Number: | 11 |
| Agency Answer: | Yes |
| Question ID: | 54 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can Medicaid clarify the resumes required other than the key personnel (Project Manager)? |
| Section Number: | V.b.4 |
| RFP Page Number: | 11 |
| Agency Answer: | No |

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| Question ID: | 55 |
| Date Question Asked: | 3/29/2023 |
| Question: | To encourage concise responses and level-set the competition across all vendors, will Medicaid consider limiting the total length of proposals? |
| Section Number: | VI.N |
| RFP Page Number: | 14 |
| Agency Answer: | No |
| Question ID: | 56 |
| Date Question Asked: | 3/29/2023 |
| Question: | There are several "unknowns" that presently prevent us from optimal response to this RFP. Will the Agency grant a two-week extension to allow more time for responses to questions to be thoroughly considered and incorporated in vendor proposals? |
| Section Number: | B |
| RFP Page Number: | 3 |
| Agency Answer: | No |
| Question ID: | 57 |
| Date Question Asked: | 3/29/2023 |
| Question: | Could the Agency please share the allocated budget for this Scope of Service? |
| Section Number: | III. |
| RFP Page Number: | 10 |
| Agency Answer: | No |
| Question ID: | 58 |
| Date Question Asked: | 3/29/2023 |
| Question: | Due to the potential variability of the needs of this scope of services and the potential fluctuation in staffing and implementation necessary to best achieve the Agency's goals, would the Agency consider alternative pricing, such as Time and Materials based pricing? |
| Section Number: | III |
| RFP Page Number: | 10 |
| Agency Answer: | No |

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| Question ID: | 59 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states “Payments are dependent upon successful completion and acceptance of described work and delivery of required documentation.” Can you please describe in more detail what the required documentation would consist of?” |
| Section Number: | EE |
| RFP Page Number: | 23 |
| Agency Answer: | No |
| Question ID: | 60 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states “Secure documentation and verifications needed to determined Medicaid eligibility”. Can you please describe in more detail what documentation and verifications would be secured by the vendor?” |
| Section Number: | II. |
| RFP Page Number: | 7 |
| Agency Answer: | No |
| Question ID: | 61 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states “There are currently 19.500 previously SSI certified individuals that are designated as PHE extension that have not been determined to be eligible for an ABD program the Medicaid DOs administer.” Is this the total number of individuals to be redetermined over the term of the contract? |
| Section Number: | I |
| RFP Page Number: | 7 |
| Agency Answer: | The state is requesting assistance with the previously SSI certified individuals in addition to the ABD District Office certified individuals identified by the state. |

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| Question ID: | 62 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states “There are currently 19,500 previously SSI certified individuals that are designated as PHE extension that have not been determined to be eligible for an ABD program the Medicaid DOs administer.” Will the volume of redeterminations be a fixed monthly volume over the duration of the contract? If not, can the Agency give the volumetric expectations? |
| Section Number: | I. |
| RFP Page Number: | 7 |
| Agency Answer: | The state is unable to provide a monthly volume to the vendor at this time, however the state will provide the winning vendor monthly volumes. |
| Question ID: | 63 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states “Secure documentation and verifications needed to determine Medicaid eligibility”. Will the vendor be expected to supply a CRM in support of these requirements? |
| Section Number: | II. |
| RFP Page Number: | 7 |
| Agency Answer: | No |
| Question ID: | 64 |
| Date Question Asked: | 3/29/2023 |
| Question: | Is it accurate that the scope of work is to provide staff and related resources to conduct Medicaid eligibility determinations for the 19,500 individuals currently designated as PHE Extension and conduct Medicaid eligibility redeterminations for the 2,400 DO certified ABD individuals? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |

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| Question ID: | 65 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the eligibility determinations for the 19,500 PHE Extension individuals follow the same timeline as the overall Medicaid redetermination schedule, with applications being processed to align with their original month of SSI eligibility? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The same guidelines will be used but not necessarily aligned with the original SSI eligibility. |
| Question ID: | 66 |
| Date Question Asked: | 3/29/2023 |
| Question: | The 2,400 ABD case count referenced on page 7 of the RFP appears to be a small portion of total Alabama ABD cases. Are DO staff directly responsible for all other ABD case redeterminations? |
| Section Number: | I. |
| RFP Page Number: | 7 |
| Agency Answer: | Yes |
| Question ID: | 67 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the 2,400 ABD redeterminations also follow a 12-month renewal cycle? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 68 |
| Date Question Asked: | 3/29/2023 |
| Question: | To provide a workload reference point, how many ABD cases/individuals per month do District Office staff certify? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The District Office staff certify approximately 2,000-2,300 applications and redeterminations per month. |

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| Question ID: | 69 |
| Date Question Asked: | 3/29/2023 |
| Question: | Page 9 of the RFP provides requirements for the Project Manager position. What are the requirements for the Agent Liaison position noted on page 7? |
| Section Number: | II. |
| RFP Page Number: | 9 |
| Agency Answer: | The RFP would contain any requirements. |
| Question ID: | 70 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the selected vendor be required to provide equipment (laptop, keyboard, mouse, headphones) for all staff? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 71 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the selected vendor be required to provide a telephony system? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 72 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the selected vendor be required to provide any systems? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 73 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will staff be responsible for outbound calls in addition to the inbound calls? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |

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| Question ID: | 74 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will Alabama be providing the trainings mentioned on page 8 to all staff or will the selected vendor provide the trainings listed? |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The state will provide training. |
| Question ID: | 75 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are there any additional training courses that the State would require prior to staff going live? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 76 |
| Date Question Asked: | 3/29/2023 |
| Question: | Is there an incumbent vendor currently providing eligibility support to the State? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 77 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are staff permitted to work remotely? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 78 |
| Date Question Asked: | 3/29/2023 |
| Question: | Does the State plan to release any other RFPs for additional Medicaid eligibility support? If yes, will the selected vendor for this RFP be precluded from bidding on the RFP? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |

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| Question ID: | 79 |
| Date Question Asked: | 3/29/2023 |
| Question: | Is the State providing disability support, translation, or sign language services or will the selected vendor be required to provide these services? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 80 |
| Date Question Asked: | 3/29/2023 |
| Question: | Page 8 of the RFP states, "Provide a detailed description of the process for reviewing services, using Medicaid criteria. Provide a detailed description of the process to ensure initial applications and redeterminations are reviewed and acted upon timely." Does the state have existing processes the vendor is to follow for reviewing services, initial applications and redeterminations? |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | Yes |
| Question ID: | 81 |
| Date Question Asked: | 3/29/2023 |
| Question: | Page 8 of the RFP states, "Perform and document outreach activities for the Agency to those in an ADB PHE extension. Describe expected Outreach activities for different groups under a PHE extension for SSI and DO certified (telephone, email, mail, etc.)." In what system is the vendor to document outreach activities? |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The vendor system will document activities which will be sent to the state to document the state system. |

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| Question ID: | 82 |
| Date Question Asked: | 3/29/2023 |
| Question: | <ol style="list-style-type: none"> 1. In order to provide an accurate price, would the state please provide guidance on the following questions: <ol style="list-style-type: none"> a. How many staff is the vendor expected to provide and what are the various positions? b. What is the expected monthly volume for calls (inbound and outbound) and what are expected average handle times for both inbound and outbound calls? c. On average how long does it take to process initial applications and what is the expected monthly volume? d. On average how long does it take to process redeterminations and what is the expected monthly volume? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | <p>The vendor will need to supply a sufficient number of agents to perform outreach and enrollment related activities to support PHE unwinding activities for the 2,400 District Office certified ABD individuals and the 19,500 SSI certified individuals no longer eligible for SSI and have not yet been determined eligible for an ABD Medicaid program. The call center volume for the total Medicaid population of over one million was 44,718 for March 2023. The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes. The goal for processing to completion is 45 days for applications not needing a disability determination and up to 90 days for those needing a disability determination. The state is unable to provide a monthly volume to the vendor at this time, however the state will provide the winning vendor monthly volumes.</p> |
| Question ID: | 83 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are there service level agreements (SLAs) the vendor is expected to meet? If so, what are the SLAs? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |

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| Question ID: | 84 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states that there are 1,000,000 individuals in the program. Will the Agency follow CMS guidance to unwind at 8.5% per month, or does the Agency anticipate a more aggressive timeline? |
| Section Number: | IV. |
| RFP Page Number: | General |
| Agency Answer: | The state does not plan a more aggressive timeline with the PHE estimated amounts. |
| Question ID: | 85 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can the Agency confirm that the specific population included in the scope of this RFP is the 2,400 DO certified ABD and 19,500 SSI certified individuals? |
| Section Number: | I. |
| RFP Page Number: | 7 |
| Agency Answer: | Yes |
| Question ID: | 86 |
| Date Question Asked: | 3/29/2023 |
| Question: | As the vendor is expected to handle inbound telephone calls, please provide the anticipated monthly volume of calls and anticipated call average handled time. |
| Section Number: | II. |
| RFP Page Number: | |
| Agency Answer: | The call center volume for the total Medicaid population of over one million was 44,718 for March, 2023..The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes in general. |
| Question ID: | 87 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can the Agency provide the number of redeterminations that will be produced and sent monthly to the designated recipients? |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The state is unable to provide those numbers at this time. |

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| Question ID: | 88 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states that the vendor must perform and document outreach activities for the Agency. Please provide anticipated volumes of outbound calls, outbound emails and outbound mailings. |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The call center volume for the total Medicaid population of over one million was 44,718 for March, 2023. The total call center volume is not meant to be used as an extrapolation for calls for the identified populations specified in the procurement, but rather is being provided to give the vendor a general idea of call volumes in general. |
| Question ID: | 89 |
| Date Question Asked: | 3/29/2023 |
| Question: | What will be the expected timeframe required for follow up regarding required mailouts, return phone calls when research is required, etc. |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | The state would anticipate timely follow up. |
| Question ID: | 90 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP does not mention handling interactions in multiple languages. Is it the Agency's expectation that all interactions handled by the vendor are in English? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 91 |
| Date Question Asked: | 3/29/2023 |
| Question: | Does the Agency have required protocols for the vendor in attempting to contact members (e.g. a specified number of phone calls, mailings or other methods)? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | The state will provide required protocols to the winning vendor. |

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| Question ID: | 92 |
| Date Question Asked: | 3/29/2023 |
| Question: | For outbound mailings, will the vendor be required to provide a mailroom to support these or will we have use of the current Agency mailing solution? Does the solution require any bulk outbound campaigns? Will the Agency design the campaigns? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | The efforts will not include bulk outreach. The state will provide available modalities of outreach. |
| Question ID: | 93 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will any outbound mail requirements be a pass through cost to the Agency and handled as incremental pricing to the pricing template? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 94 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the vendor be responsible for processing returned mail as it relates to this scope? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | The state will provide steps to process return mail to the winning vendor. |
| Question ID: | 95 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP asks that the vendor provide appropriate staffing and infrastructure. Please confirm that infrastructure includes a desktop, telephone, and internet access, and that personnel would use Agency provided systems to access information (recipient and eligibility info, etc.) and track interactions |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | The vendor will not have access to the state systems. The vendor will be responsible to provide any needed infrastructure to the agents. |

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| Question ID: | 96 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the vendor be expected to provide any in-person services, either at a local office, outreach events, or traveling to a customer's home? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 97 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the vendor be responsible for furnishing data to be used for the state's federal reporting requirements on unwind efforts? If so, which components? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 98 |
| Date Question Asked: | 3/29/2023 |
| Question: | If the contract starts late due to contractual review, will the end date still remain May 30, 2024? |
| Section Number: | II. |
| RFP Page Number: | N/A |
| Agency Answer: | Yes |
| Question ID: | 99 |
| Date Question Asked: | 3/29/2023 |
| Question: | The RFP states: "Provide a detailed description of the process for reviewing services, using Medicaid criteria." Please define or clarify what is meant by "reviewing services". |
| Section Number: | II. |
| RFP Page Number: | 8 |
| Agency Answer: | The vendor will make a recommendation to the state to the beneficiary's possible eligibility. |

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| Question ID: | 100 |
| Date Question Asked: | 3/29/2023 |
| Question: | Please provide the total estimated population to be served. Is it possible that these services could be expanded to serve the entire population? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The services will not expand to serve the entire population. However, some individuals may not meet the criteria for any of the ABD programs and would need to be referred to other programs administered by the state such as MAGI and Medicare Saving related programs. |
| Question ID: | 101 |
| Date Question Asked: | 3/29/2023 |
| Question: | Please provide the agency's desired timeline for completion of the scope of services related to this specific population (e.g. 6 months, 9 months, 12 months). |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | 12 months |
| Question ID: | 102 |
| Date Question Asked: | 3/29/2023 |
| Question: | What was the states average time to redetermine an ABD applicant during the last recertification period? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The goal is 45 days for cases not needing a disability determination and up to 90 days for those needing a disability determination. |
| Question ID: | 103 |
| Date Question Asked: | 3/29/2023 |
| Question: | How many new Medicaid applications does the State anticipate to receive on a monthly basis? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The state is unable to provide those numbers at this time. |

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| Question ID: | 104 |
| Date Question Asked: | 3/29/2023 |
| Question: | Does the State expect to renew any 1115 section waivers that are scheduled to expire during the RFP? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | This is not applicable to the procurement. |
| Question ID: | 105 |
| Date Question Asked: | 3/29/2023 |
| Question: | Can the State direct potential vendors to the CMS policy and renewal plan due earlier this calendar year? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | This is not applicable to the procurement. |
| Question ID: | 106 |
| Date Question Asked: | 3/29/2023 |
| Question: | Was the State able to redetermine the entire ABD population during the last full recertification process? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | This is not applicable to the procurement. |
| Question ID: | 107 |
| Date Question Asked: | 3/29/2023 |
| Question: | What is Alabama's denial rate? What are the primary reasons for denial? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The primary reason for denial is "failure to provide needed verifications". |
| Question ID: | 108 |
| Date Question Asked: | 3/29/2023 |
| Question: | Please provide the agency's estimated case load per eligibility team member. (e.g. 100 cases per team member) |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | The average caseload per caseworker is 450-500. |

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| Question ID: | 109 |
| Date Question Asked: | 3/29/2023 |
| Question: | Are staff required to work from a specific physical location? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 110 |
| Date Question Asked: | 3/29/2023 |
| Question: | Regarding the request for “Names and resumes of Senior Managers and Partners in regards to this contract” are you requesting this for any staff that will work on this project above the Project Manager? |
| Section Number: | N/A |
| RFP Page Number: | N/A |
| Agency Answer: | No |
| Question ID: | 111 |
| Date Question Asked: | 3/29/2023 |
| Question: | Will the State consider adding a reasonable and customary Limitation of Liability clause appropriate for a professional services engagement under Section VIII General Terms and Conditions? Vendor proposes the following language for the State’s consideration: “Limitation of Liability. Neither party shall be liable for consequential, special, punitive, or incidental damages, or lost profits from any cause under this Agreement. Each party’s liability (whether in contract, tort, negligence, strict liability, by statute, or otherwise) to the other party or to any third party under this Agreement shall in the aggregate be limited to direct damages not to exceed the fees received by Contractor for the portion of its Services giving rise to such claim.” |
| Section Number: | VIII. |
| RFP Page Number: | 17 |
| Agency Answer: | No |

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| Question ID: | 112 |
| Date Question Asked: | 3/29/2023 |
| Question: | <p>Will the State consider adding a reasonable and customary Warranty Disclaimer clause appropriate for a professional services engagement under Section VIII General Terms and Conditions? Vendor proposes the following language for the State's consideration:</p> <p>"Warranty Disclaimer. Except for the express warranties made herein, Contractor makes no other warranties concerning the services or deliverables including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose."</p> |
| Section Number: | VIII. |
| RFP Page Number: | 17 |
| Agency Answer: | No |
| Question ID: | 113 |
| Date Question Asked: | 3/29/2023 |
| Question: | <p>Will the State consider adding clarifying language to protect Contractor's ownership of its pre-existing and/or independently developed materials that may be utilized during the engagement under Section VIII General Terms and Conditions? Vendor proposes the following language for the State's consideration:</p> <p>"Contractor IP. Deliverables do not include any pre-existing and/or independently developed intellectual property, materials, ideas, know-how, processes and methodologies of the Contractor ("Contractor IP"), and such Contractor IP and any developments, modifications, improvements, or enhancements of Contractor IP will remain the property of Contractor."</p> |
| Section Number: | VIII. |
| RFP Page Number: | 17 |
| Agency Answer: | The agency does not intend to keep a vendor's intellectual property. However, a vendor should identify in its proposal what the vendor considers or identifies as the vendor's intellectual property |

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| Question ID: | 114 |
| Date Question Asked: | 3/29/2023 |
| Question: | <p>Will the State consider adding language to Section VIII General Terms and Conditions to specify an acceptance period for the performance of the services under this engagement? Vendor proposes the following language for the State's consideration:</p> <p>"Acceptance Period. The State may review, inspect and, if applicable, test any Services provided by Contractor for ten (10) days following Contractor's delivery of such Services ("Acceptance Period"). The State may notify Contractor in writing of its acceptance or rejection of such Services within the Acceptance Period. Any Services are deemed automatically accepted if: (a) the State deploys the Services for operational use; or (b) the State has not rejected the Services in writing by the end of the Acceptance Period."</p> |
| Section Number: | VIII. |
| RFP Page Number: | 17 |
| Agency Answer: | This request is not necessary. |
| Question ID: | 115 |
| Date Question Asked: | 3/29/2023 |
| Question: | <p>Item #1 references "insurance requirements" but the RFP does not contain any specific insurance requirements. Will State provide the list of insurance requirements for Vendor's review prior to proposal submission?</p> |
| Section Number: | Section A RFP Checklist |
| RFP Page Number: | 2 |
| Agency Answer: | This is not applicable to this procurement. |
| Question ID: | 116 |
| Date Question Asked: | 3/29/2023 |
| Question: | <p>Item #1 references "contract performance security" but the RFP does not contain any specific contract performance security requirements. Will State require Contractor obtain performance bonds or other types of security for this engagement?</p> |
| Section Number: | Section A RFP Checklist |
| RFP Page Number: | 2 |
| Agency Answer: | This is not applicable to this procurement. |