

# Questions and Answers

## RFI #CCEC-2023

#	Section #	Page #	Questions	Answers
1	2.2 Current Services	5	<p>It is indicated that the Counselor's services are provided through multiple channels: the call center (with its corresponding system for internal use by counselors), the secure web portal (for use by registered beneficiaries), the public portal to search for medical providers, mobile app (iOS and Android), virtual appointments, and live chat. Also, processing the daily file exchanges between the Counselor and ASES in the backend is required. All these channels require the use of systems developed using various technologies. Should software programming services for maintenance of all platforms also be included as part of Enrollment Counselor services?</p>	<p>Maintenance services of the WebBased Application, Provider Search Portal and mobile app are not part of the scope of this RFI.</p>
2	2.5 Who Should Respond	6	<p>In accordance with 42 CFR 438.810 related to Conflict of Interest Safeguards, it is required that Enrollment Counselor and any subcontractor shall be free from conflict of interest (including having contracts) with any MCO or health care provider in Puerto Rico.</p> <p>Does this apply to any insurance company or health care provider (such as a private physician's office) even if they do not participate in the Government Health Plan program?</p>	<p>Yes. The independence and conflict of interest requirements apply to any health care provider, regardless of participation in federal health care programs.</p>
3	2.5.3	6	<p>Confirm that due to compliance with 42 CFR 438.810 related to</p>	<p>The Enrollment Counselor and any subcontractor shall be independent</p>

			conflict of interest safeguards, the Enrollment Counselor may not do business with any MCO or healthcare provider and therefore represents that Counselor must maintain exclusivity in favor of ASES within the healthcare industry	of any MCO or health care provider in Puerto Rico. The Enrollment Counselor and any subcontractor shall not be an MCO or a health care provider in Puerto Rico, shall not be owned or controlled by an MCO or a health care provider in Puerto Rico, and shall not own or control an MCO or health care provider in Puerto Rico.
4	3.2.2	8	Confirm that operation staffing, and infrastructure should be located 100% in Puerto Rico.	Yes
5	3.2.1	7	Is there an existing CRM? What are the needs of this CRM	The Enrollment Counselor uses the current Web Based Application to provide the choice counselor services to all potential enrollees and enrollees of Plan Vital. Among its functionalities, it allows viewing the Potential Enrollee's or Enrollee's current Medicaid eligibility, demographic information, and case information, including but not limited to name of the current MCO and Open Enrollment dates. For more information on the major functionalities and capabilities of the Web Based Application, see App. C of the RFI.
6	3.2.2	8	What are the Chat Channels and Mobile Apps	Chat live through Vital Enrollment Counselor's web page where counselor answers enrollees' questions.  Mobile App is ASESAPP which enrollees may download to their mobile phones or tablets and acquire their virtual beneficiary card, make changes of MCO, obtain virtual appointments with the EC and verify providers.
7	3.2.4.1.2	8	Please define Automated Phone Triage System.	It is the IVR System. It should provide options to the callers to redirect their call to Medicaid,

				MCOs and ASES. Mainly, matters pertaining to Vital beneficiaries complaints are redirected to ASES, change of PMG is redirected to the MCOs, and certification and recertification processes are redirected to Medicaid.
8	3.2.4.5.1	9	Possible percentage of increased volume	Please refer to Amended App. D – Utilization Data.
9	3.2.4.5.5	9	Please define "Disconnect"	In this context, disconnect means the capacity to redirect the caller to the TTY/TTD service without the caller having to hang up the call and make a new one to access these services.
10	3.2.4.5.8	10	Are there any needs or approved storage options for ASES?	It is necessary to have access via VPN, username and password to access the defined folders, where the information to be monitored and completed recordings will be stored in a 4TB disk space
11	3.2.4.5.9	10	Please define physically separated?	It means that the physical work area designated for all Vital Enrollment Counselor agents must be totally separated from other work areas and be dedicated for the exclusive provision of this service. The Contact Center agents will be handling personal health information of the enrollees that must be kept secure and confidential at all times and be compliant with HIPAA Act.
12	3.2.6.1, 3.2.6.2	10	Does callback time count against wait/hold time?	Wait/hold time applies to inbound calls only.
13	3.2.6.4	10	Are voicemails a requirement? Can we implement other strategies?	They are a requirement. Respondents may suggest additional strategies for ASES consideration and evaluation.
14	3.2.4.5.9 Required Functionality of the Contact Center	11	Operations are to be delivered On Site; are you open to WAHA model?	Regular operations must be delivered On Site. WAHA model will only be considered by ASES under extenuating circumstances,

				for example: emergencies caused by a natural disaster where access to the on site premises are extremely limited, pandemic, or the like.
15	3.2.6.7	12	Mobile app can be installed on a desktop/laptop or only in a mobile phone?	Only on tablets and mobile phones.
16	3.2.6.7	12	Our Call center will operate with the current Mobile app?	Contact Center will operate with the current Web Based Application, Provider Search Portal and Mobile App.
17	3.2.8.1	12	What percentage of calls are English, Spanish, Other Languages	See Amended App. D.
18	3.2.8.1	12	What is the percentage of TTY interactions	See response to question #17.
19	3.2.9.1	12	What is the VPN protocol used?	ASES uses the Forti Client protocol
20	3.2.11 Staffing and Key Personnel	14	Can you share what is the current number of personnel you have attending the Enrollment Counselor?	During peak season - Annual Open Enrollment: approximately thirty (30) agents  During off peak season or steady state periods: approximately eighteen (18) agents.
21	3.2.12 Training	15	Please confirm duration of training for content related to the GHP.	Two (2) weeks
22	3.2.12 Training	15	How is the ~train the trainer~ conducted?	ASES will initially train the contractor's trainers, whom in turn continue to train all of the contractor's staff.
23	3.2.12 Training	15	Is the induction training billable.	The PMPM pricing model is based on the Total Ownership Cost Method. This pricing model includes not only the direct costs of the specific deliverables required for the provision of the enrollment counselor services but also all indirect costs that would be logically attributed to the provision of these services.

24	3.2.12 Training	15	are there any specific requirements for the training delivery in terms of the site or virtual presence, classroom size,	Are held in site provided by the contractor. Attendance is in person, not virtual.
25	3.2.12 Training	15	are there any applications/tools we need to access for the training or any specific requirements in terms of hardware.	Need to access the Web Based Application and Provider Search Portal from each agent's cubicle/work area.
26	3.2.12 Training	15	What is the training format and graduation (e.g. assessment, certification, etc.	Assessment and certification
27	3.2.14.3 Reporting	16	The requirement to submit all the reports established in Appendix F is indicated, most with a daily frequency. However, in addition to the daily reports, access to transaction information is currently being provided in real time through an executive dashboard. Would ASES support the use and expansion of this type of reporting mechanism that promotes the automation and transparency of the information delivered?	Yes.
28	6.5.1	24	Is there a requirement for the Enrollment Counselor to provide cutting-edge technology and be able to continually add new technological mechanisms that streamline processes, improve the beneficiary experience, and support fraud control efforts?	Enhancements to the Web Based Application, Provider Search Portal and/or Mobile App are not within the scope of this RFI.
29	6.5.4	26	Based on the scope of the Enrollment Counselor's services and the technology platforms that are part of the services being provided, significant IT infrastructure is required to host these systems and be HIPAA-compliant. In addition, to meet the required security standards, it is critical to manage multiple segregated environments	These services are not within the scope of this RFI.

			(development, test, and production). Should the costs of IT infrastructure and IT maintenance services also be included as part of the cost structure of the Enrollment Counselor or IT infrastructure and services will be provided by ASES?	
30	7.2.2 - c	27	We need details about the ASES website the integration with the Web Based application and provider search portal of use on internet.	Ases will provide the link to connect to this application.
31		39	Chat. It currently operates with the nice-in-contact software. Question: We can offer the chat service or the Call center will use the current Chat?	Yes you may provide an alternate chat service that is compatible with the current tools used for the program and that is comparable to the current software in use in both functionalities, reliability and capacity.
32	Appendix D Utilization Data	40	Is the Average Handle Time in row 8 (excel document), only for inbound calls? If yes, please share Average Handle Time for Chats, Outbound calls, and mobile app interactions.	Yes. That data is not available.
33	Appendix D Utilization Data	40	Are you expecting multiskilled agents, meaning they handle calls, as well as chat interactions and mobile app messaging? Or do you expect separate groups?	Yes we require multiskilled agents.
34	Appendix E Key Personnel	41	Is there any degrees, certifications or experience required for these roles?	Yes. See Amended App. E.