

**Questions and Answers for Wisconsin Department of Health Services  
RFP #1682-DHCAA-SM  
SSI External Advocate Services**

<b>Question Number</b>	<b>RFP Page Number</b>	<b>RFP Section Reference</b>	<b>Question</b>	<b>DHS Answer</b>
1.	Pages 5-7	1.2 Project Description and Goals	Is there any requirement in the contract for quality assurance activities as was conducted by CHSRA during the previous SSI External Advocate Services contract?	<p>The activities conducted by the next SSI External Advocate contractor will be to provide care advocacy services to members, eligibility advocacy services, and education and outreach to the public.</p> <p>For the next contract, quality assurance activities will not be part of the SSI External Advocate contract requirements. Quality assurance activities will be managed through other avenues.</p>
2.	Page 25	6.3 Fixed Price Cost	Is there an upper dollar limit on the amount allowed for this contract? Or is there any other guidance DHS can provide about this?	See question 4.
3.			Could the State provide the name of the current vendor providing the SSI External Advocate Services in the prior contract term?	The current SSI External Advocate vendor is Disability Rights Wisconsin, previously known as Wisconsin Coalition for Advocacy.
4.	Page 25	6.3 Fixed Price Cost	What is the current contract's budget? Does the Department have a not-to-exceed fixed price in mind for the initial twelve months of this contract?	Currently, the annual budget for the SSI External Advocate contract is \$300,000.

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5.	Pages 5-7	1.2 Project Description and Goals	Has the current scope of work outlined in this RFP changed from the previous contract and if so how?	<p>The SSI External Advocate's scope of work has changed in this solicitation process in two ways:</p> <p>a) Geographically, the contractor will be required to maintain offices in at least two of the six HMO regions of the state; at a minimum, the contract will require one office in Milwaukee County and another one in Brown County.</p> <p>b) Administratively, the contract will no longer require quality assurance activities. The main requirements of the SSI External Advocate contract will be to provide care advocacy services, eligibility advocacy, and communication and outreach to the public.</p>
6.	Page 7 Attachment A	2009 Wisconsin BadgerCare Plus and SSI Rate Regions Map	On page 7 of the RFP, a reference is made to Appendix A for county specific information, however, I have not seen Appendix A attached in the documents found on the VendorNet site. Could the State provide us with a copy of that document?	A new link to the 2009 WI BadgerCare Plus and SSI Rate Regions Map was posted in vendornet.

7.	Page 7	Program Operational Expectations	<p>In relation to the question above, page 7 references "volume of current SSI enrollment". Could the state provide workload figures for all geographic regions including:</p> <ul style="list-style-type: none"> <li>a) # of referrals to the SSI External Advocate Agency per region,</li> <li>b) # of SSI/SSDI applications filed to SSA by the SSI External Advocate Agency per region,</li> <li>c) # of SSI/SSDI hearings attended by SSI External Advocate Agency per region, and</li> <li>d) # of telephone calls handled by the current SSI External Advocate Agency per region.</li> </ul> <p>Does the Department expect that these numbers will increase, decrease, or remain approximately the same under the new contract starting 2/1/2010?</p>	<p>In the month of September 2009, the SSI External Advocate had the following number of individual advocacy cases:</p> <ul style="list-style-type: none"> <li>▪ 103 telephonic inquiries about SSI program and member related issues</li> <li>▪ 26 new cases</li> <li>▪ 26 cases resolved</li> <li>▪ 30 cases open for October.</li> </ul> <p>Since the SSI Managed Care program has expanded to new counties in the past few months and will expand into additional counties, the Department expects these numbers to increase under the new contract.</p> <p>For information on SSI enrollment by county and a map with the geographic presence of the SSI Managed Care program, please go to the References and Tools link in Wisconsin's ForwardHealth Portal:</p> <p><a href="https://www.forwardhealth.wi.gov/WIPortal/Default.aspx">https://www.forwardhealth.wi.gov/WIPortal/Default.aspx</a></p>
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8.	Pages 6 and 23	1.2 Project Description and Goals 5.1.5. Process to maintain an effective and positive working relationship with participating MCOs to maximize customer service for enrollees	<p>Could the State describe the expected interaction between the SSI External Advocate, the SSI MCO Internal Advocate and the Ombudsman?</p>	<p>The SSI MCO Internal Advocate is the main contact for enrollees whenever they have problems with the care provided by the MCO and they want to file a complaint or a grievance with the MCO. The Internal Advocate is also responsible for making recommendations to MCO management on changes needed to improve the care provided or the way the care is delivered.</p> <p>The Ombudsmen assist Medicaid enrollees in filing grievances and resolve them, explain enrollees their rights and responsibilities, and represent enrollee rights with BadgerCare Plus or Medicaid SSI MCOs.</p> <p>Interaction among the SSI External Advocate, the SSI MCO Internal Advocates, and the Ombudsman Program is needed to identify administrative problems that may pose barriers to care and other issues that affect the quality of care provided to SSI enrollees. Regular communication among the three programs will facilitate the common resolution of the issues affecting SSI enrollees.</p>
9.	Page 15	2.4 Proposal Organization and Format	<p>Could the State confirm that there is a total of a 20 page written response limit to this RFP?</p> <p>In addition, could the State clarify if the following items are counted in the maximum 20 page proposal response limit:</p> <ul style="list-style-type: none"> <li>i. Signed Cover Page</li> <li>ii. Transmittal Letter and</li> <li>iii. Audit Financial Statement</li> </ul> <p>Can financial statements, resumes, and references be included in the Appendix and not count toward the twenty page limit?</p>	<p>There is a 20 page limit to submit proposals as part of this solicitation process this limit excludes the cost proposal, the required forms, and appendices.</p> <p>The cover page, the transmittal letter, resumes, references, and the financial statements will not be included towards the 20 page limit.</p>

10.	Page 7	Outreach and Education	<p>How often do the SSI Managed Care Expansion Town Hall Meetings occur and in how many different locations?</p> <p>Please provide us with a sense of the time commitment necessary to complete this task for budgeting purposes.</p>	<p>The SSI Managed Care Expansion Town Hall meetings are convened at the Department's request whenever managed care is introduced in a county.</p> <p>Town Hall meetings are open to the public, advocacy groups, and providers to explain the functioning of the SSI program, present the managed care options for enrollees in that specific county, and analyze the audience's concerns.</p> <p>Depending on the population size in each county, the Department may schedule more than one town hall meeting or a different meeting.</p> <p>The Department will notify the External Advocate in advance of its participation in these meetings.</p> <p>For county specific information on the geographic presence of the SSI Managed Care program, please go to the References and Tools link in Wisconsin's ForwardHealth Portal:</p> <p><a href="https://www.forwardhealth.wi.gov/WIPortal/Default.aspx">https://www.forwardhealth.wi.gov/WIPortal/Default.aspx</a></p>
11.	Page 7	Program Operational Expectations	<p>Please provide further information regarding contractor requirements to "Have staff hired and ready for training from the Department and the state's Enrollment Broker."</p>	<p>The Department expects that the future contractor will be ready for training within 30 calendar days of contract implementation or hiring staff, whichever happens first.</p> <p>The purpose of the training is to ensure that the contractor has in depth knowledge of the SSI Managed Care program including the administration of the program, the program's eligibility requirements, the process that members go through in order to be enrolled in managed care, as well as the service delivery mechanisms of the program to respond to enrollee's requests.</p>

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12.	Page 25	7.1 Performance Standards	<p>Please elaborate on the type(s) of performance standards the Department may add into the contract during the first year of operation.</p> <p>Do these standards differ from those provided in the example contract?</p> <p>Will these additional standards affect contract compensation and if so, how?</p>	<p>Performance standards will be introduced once the contract is awarded based on the winning proposal's response to sections 4 and 5 of the RFP.</p> <p>Conformance to the performance standards may affect the compensation for the SSI External Advocate program as established in section VII. Time, Cost, and Administration of the sample contract (page 40).</p>
13.	Page 6	Eligibility Advocacy Activities	<p>Would the Department allow/encourage enhancing the scope of Eligibility Advocacy services to proactively analyze claims and eligibility data for indications of disabled recipients and additional eligibility?</p>	<p>The Department may consider this request after consulting with the chosen vendor.</p>
14.	Page 6	Eligibility Advocacy Activities	<p>Would paid Medicaid claims data be made available to the External Advocate for the purposes of identification, outreach, and enrollment of additional disabled individuals?</p>	<p>See response to previous question.</p>
15.	Page 6	Eligibility Advocacy Activities	<p>The "Eligibility Advocacy" section on page 6 of the RFP appears to be describing a major new addition to the program. This section refers to "potentially disabled individuals identified by the Department or an SSI MCO". Can you provide a rough estimate of the number of individuals in Year 1 who would be eligible for assistance from the contractor?</p>	<p>The Department has identified a pool of less than 5,000 individuals potentially eligible for SSI or SSDI benefits.</p> <p>The Department will work with the vendor to identify cases to reach out to per year based on funding limitations.</p>
16.	Page 6	Eligibility Advocacy Activities	<p>Does the above apply to all counties or only to the SSI Managed Care counties?</p>	<p>The SSI External Advocate is responsible for providing eligibility advocacy services statewide.</p>