

**Questions submitted to the Wisconsin Department of Health Services  
in response to the  
SSI External Advocate Services RFP ( 1682 DHCAA-SM)**

Question Number	RFP Page Number	RFP Section Reference	Question	DHS Answer
1.			What does CHSRA stand for?	CHSRA is the Center for Health Systems Research and Analysis of the University of Wisconsin School of Medicine and Public Health.
2.			<p>Regarding the answer to Question Number 7 in the first Q&amp;A Posting:</p> <p>When the State refers to new cases in the answer, what is that exactly? New SSI cases filed with Social Security? What are cases resolved? What are cases opened? Are these SSI/SSDI applications or are they MCO member case enrollments, resolutions and openings?</p>	<p>The current SSI External Advocate does not provide eligibility advocacy services.</p> <p>The cases pertinent to Question Number 7 are care advocacy services, not new SSI cases filed with Social Security.</p> <p>“New cases” refer to individuals that in a particular month requested the assistance of the SSI External Advocate with issues related to their MCO. Such issues may take the form of denial of services or problems with prior authorizations.</p> <p>“Cases opened” are cases of individuals that the External Advocate is actively involved with during a particular month.</p> <p>“Cases resolved” means cases that the External Advocate was able to successfully resolve in a particular month.</p>