

**Enrollment Entity RFA
Response to Questions**

No.	Question	Answer
1	<p>Our organization has been awarded a Federal traumatic brain injury grant from the Health Resources Services Administration. One of the requirements of the grant is to connect people with a TBI to "Your Health Idaho". Over the next year we plan to conduct at least 6 Community Health Screens for individuals who are uninsured or under insured over the next two semesters involving students supervised by faculty members across 10 health related disciplines including TBI. Idaho has a TBI Ombudsman (from Pocatello) who provides Information and Referral services. In addition we are in the process of hiring a graduate student to assist us with the grant.</p> <p>Can you tell me the process these 2 individuals would need to go through in order to serve as a "volunteer assisters" by helping to connect persons with a TBI to Idaho's Health Insurance Information Exchange?</p>	<p>In order for an individual to serve as official Your Health Idaho Enrollment Counselors the organization that the individual works for will need to complete the RFA for Enrollment Entity Services for Your Health Idaho. If the organization is selected as an Enrollment Entity, the individuals that are part of the organization that plan to serve as Enrollment Counselors will be required to submit a background check and complete a training course to become certified Enrollment Counselors.</p>
2	<p>If our organization applies for Navigator and IPA services is it an expectation that "outreach" and "education" be part of duties assigned to our Navigators and IPAs?</p>	<p>Outreach and education duties will not be contractually required for Enrollment Entities. However, Enrollment Entities may be asked to participate in outreach and education events and are strongly encouraged to participate.</p>
3	<p>Can you explain the difference between a Navigator and an IPA? Which one would you consider the best fit for our organization? Are there different skill sets or knowledge required for each?</p>	<p>Moving forward, all selected organizations will be referred to as Enrollment Entities. Individuals from those organizations that are trained and certified will be referred to as Enrollment Counselors. The three designations IPA, Navigator and CAC will be back-office terminology only and relate only to how YHI funds the awards.</p>
4	<p>What are the specific dates for open enrollment?</p>	<p>The 2015 Open Enrollment Period will run from November 15, 2014-February 15, 2014.</p>

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5	If selected as a Navigator or IPA entity, when will training be provided, where will it be held, and how long?	Training will be self-directed and conducted online through a Learning Management System beginning in late September.
6	If selected, and we use some of the same IPAs from a year prior, will another criminal history check be required?	Each Enrollment Entity must provide documentation for proof of background check for each Enrollment Counselor. Enrollment Counselors must undergo a background check every two years.
7	Do you have a budget template for use in the application process?	No.
8	If the our organization applies, would this be a cost based contract or a service contract? Last year we did IPA services under a service contract, i.e., we were not required to report our actual cost.	The contracts with Enrollment Entities for this year will be a fixed - price contracts.
9	The RFA Checklist includes the bidder's need to offer an "Acknowledgement and Commitment to the Contract Time Period." What contract period is YHI anticipating?	The anticipated contract period will run from October 1, 2014-September 30, 2015. Please be aware that the open enrollment period where demands on staff will be highest extends from 11/15/2014-2/15/2014, whereas the payments are the same each month.
10	If there is no set contract period at this time, how would you suggest we best create a Budget Justification? For a projected number of months?	See answer to questions 8 and 9.
11	Section 2/A mentions a letter of intent, but I don't see it mentioned elsewhere. Is a letter of intent required in addition to the full application? If so, what is the deadline for the letter of intent? Is there a specific format that you'd like us to use?	As outlined on the RFA response checklist your response should include a Proposal Transmittal letter that includes: Company Name, Total Budget Requested, if applicable, Name and title of person who would sign the contract, Name and title of the company contact person (if different), Contact person: direct telephone number, fax number & email address.
12	Much of Exhibit A is laid out in a multiple choice style. Are your expectations that we will respond in the same format (eg. By circling or otherwise marking the correct answer)? Or, are they guidelines for a narrative response?	A required component of responding to this RFA is completing Exhibit A. Please follow the format as outlined in Exhibit A.

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13	Seeking clarification on the meaning of “actual work performed as requested.”	While Enrollment Entities will not be compensated based on volume, they are expected to be available to assist customers during the days of the week and hours agreed throughout the term of the contract. Actual work may also involve providing regular reporting to the Exchange.
14	Page 5: Section 2D1 Background Checks What is the expected frequency of background checks? Will IPAs that obtained a passing background check between 10/1/13 and today have to re-submit?	Each Enrollment Entity must provide documentation for proof of background check for each Enrollment Counselor. YHI's policy is that Enrollment Counselors receive a background check every two years.
15	Exhibit A (begins on page 10) Requested Data, our organization will apply as a network/group on behalf of a number of Enrollment Entities that will provide consumer assistance throughout Idaho. The bulk of responses under Exhibit A will include aggregate figures for the collective Entities. Is this acceptable?	Yes.
16	Page 7: 2.2 Termination for Breach We have questions about the text, “...obligations, as set forth with a specific contract.” Our assumption is that specifics regarding deliverables will be detailed in the award and that there will be an opportunity to ask any questions that arise at that time. Is this correct?	Yes. Organizations that are selected for an award will have an opportunity to review and ask questions about the award.
17	D. 5 D. Applications Please confirm that applications must be postmarked, and not received, by August 15, 2014.	An electronic PDF copy of the RFA response must be received by 5 PM MDT on August 15, 2014. Hard copies must be postmarked by August 15, 2014.
18	Should entities that are able to provide in enrollment services across the state of ID submit a state-wide application and budget, or break out the budget by region or county?	Please provide as much detail as possible when submitting your budget request.

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19	Exhibit A, Part II Based on the format of Exhibit A, Part II, it appears that Your Health Idaho is expecting to award this work to community organizations or nonprofits. Is YHI open to contracting with for-profit companies that provide government services and do not work with specific populations?	Entities that are interested in providing enrollment services for Your Health Idaho are encouraged to submit a response to this RFA.
20	Exhibit A, Part IV Is YHI expecting to award a fixed price contract? Can applicants present proposed budgets based on other contract types / payment terms?	See response to question 8.
21	What is the period of performance for these contracts? If the period of performance is year-round, does YHI anticipate the need for enrollment assisters after the open enrollment period?	See response to question 9.
22	Who provided Enrollment Entity Services for YHI during the 2013-2014 open enrollment period?	Several organizations throughout Idaho provided services.
23	Please confirm if YHI will be making one award or multiple awards from the RFA responses.	Please see "General Terms" in the RFA that outlines the contracts that may be awarded pursuant to this RFA.