

**Enrollment Entity RFA  
Response to Questions**

No.	Question	Answer
1	<p>Our organization contracts with a hospital system and other healthcare providers in Idaho to assist their uninsured patients in applying for medical coverage and benefits (Medicaid, SSI/SSDI, County Assistance, etc.). The hospital organization is considering extending our partnership to also have our organization assist patients in the QHP enrollment process. So the question is whether our staff could obtain Certified Application Status under the hospital's enrollment entity status due to our contractual and business associate relationship with them – or if our organization would need to gain its own enrollment entity status in order to have our staff obtain CAC status so they may help patients enroll onto QHPs.</p>	<p>Your organization can pursue either option. Note that if you work through the hospital, the ability for your staff to be named Enrollment Counselors will be contingent on the hospital being named an Enrollment Entity for 2015 and subsequently naming your staff as Enrollment Counselors.</p>
2	<p>Is State of ID open to outsource scope of operations to offshore locations ?</p>	<p>Your Health Idaho is independent from the State of Idaho. We are not able to speak on behalf of the state's policies and procedures.</p>
3	<p>Do “Enrollment Counselors” need to be based out of Idaho to deliver the in scope services or can be delivered from any other state in US ?</p>	<p>We encourage all organizations that are interested in providing Consumer Assistance to Idahoans to submit a response to the Request for Applications.</p>
4	<p>Please specify any constraint in offshoring the services in scope of this RFP.</p>	<p>See response to question 3.</p>
5	<p>What % of assistance is likely to be in person and what % will be telephonic? What % of assistance is likely to be through online support ?</p>	<p>In 2014, over half of Idahoans that enrolled in QHPs on Your Health Idaho worked with an agent, broker or Enrollment Counselor, and we expect this number to stay the same or increase in 2015.</p>
6	<p>How many “Enrollment Counselors” are estimated during the 2015 Open Enrollment Period from November 15, 2014-February 15, 2014.</p>	<p>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 11/15/2014-2/15/2015, whereas the payments are the same each month.</p>
7	<p>How many “Enrollment Counselors” are estimated during the remainder of the contract period from October 1, 2014-September 30, 2015</p>	<p>See response to question 6.</p>

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8	In addition to background check, is there any other qualification criteria for resources who can work as Counselors?	Please see Part IV of the Request for Applications, "Experience & Qualifications."
9	Please share month on month historical call volumes for last Year for services in scope	The call volumes in 2014 varied between Enrollment Entity organizations.
10	What are the major operational/business pain points for services in scope based on your experience last year?	One of our principal goals is to have consumer assistance available to Idahoans across the state and we are working hard to make sure that any Idahoan who wants in-person assistance is able to find it.
11	Please provide details on the current and future expected SLA's / operational Goals for in scope processes	In late August, YHI will notify organizations that have been selected as Enrollment Entities, and provide them with a contract for review and signature.
12	Please provide expected call volume projections for 1 year that is part of the scope.	Consumers in Idaho have the choice to determine whether they want to use an agent, broker or In-Person Assister to assist them with the application and enrollment process. All Enrollment Entities will be expected to have staff available to support demand from consumers. We expect that call volumes will vary across Enrollment Entities.
13	If our organization continues with a parent organization, will the parent organization be considered "the Entity?" As such, they will have control of data and availability (active/inactive) of our IPA's. Is this correct? Is there anything in process to allow the continued partnership with the our parent organization and allow our organization control over the IPA's and the data?	Each organization that wishes to be considered to be an Enrollment Entity must submit a response to the Request for Applications.
14	Will there be an opportunity for prospective awardees to discuss deliverables, etc.? This occurred last year as part of contract negotiations. Can you share what the process will be this year?	See response to question 11.