

1. From YHI RFP.

- What is meant by “The Case Management System must accommodate multiple stakeholders in various geographic locations to securely collaborate personal information and resolve complex cases.

A: Stakeholders in disparate locations are to be able to access (e.g. log-in; submit & modify data) the system to collaborate on Consumer case information towards resolution. We require a cloud-based solution as a result.

- I would like to see what the collaboration scenario looks like. How to they envision someone from Your Health Idaho using the system to collaborate with for example Bridgespan.

A: Scenario: Consumer contacts a stakeholder, which could be YHI, ID Dept. of H&W, Carrier, other. Stakeholder submits a Case “ticket” to the Case Management System. Stakeholder assigns ticket to YHI for next step action. YHI Customer Support Representative review and then submits documents back to the Case Management System pertinent to the Case submitted. Stakeholder (e.g. Carrier) acts upon the submitted documents as necessary. Any additional feedback from other Stakeholders is requested as needed. All participating Stakeholders fulfill their respective required actions in collaboration to resolve the case to conclusion.

2. From Exhibit 1, Need Exhibit 2.A

A. Exhibit 2-A is the Respondent’s document to be provided and attached as an answer to Exhibit 1.

3. From Exhibit 1, provide a list or external and internal systems that you wish to interface with.

- Will need to determine which systems will require services to build the interface.

A: We will not be interfacing with any systems. This will be a single interface cloud based technology solution. Please refer to the Addendum for Exhibit 1.

4. From Exhibit 1, Exchange data and documents electronically with primary information sharing partners (e.g., GetInsured, Carriers, Broker/Agents, and DHW), immediately upon completion of an event or transaction.

- May be a repeat of 1, provide a couple example use cases for this.

A: Please see the answer provided in the Question #1 regarding the collaboration scenario. This is a repeat of Question #1.

5. From Exhibit 1, This response should list all interfaces of the Case Management System and all data flows to and from the Case Management System

- Need clarification, they requested interfaces in another section is this the same?
- What do they mean by data flows?

A: We will not be interfacing with any systems. This will be a single interface cloud based technology solution. Please refer to the Addendum for Exhibit 1.

## 6. Budget for the initiative

A: The Respondent's Proposal must include all fees and charges for the provision of Services, broken down for Implementation Services, Software as a Service Services and any other optional Services. Respondents should provide a detailed breakdown of all fees and costs.

## 7. Configuration Details (Number Users and Roles)

A: The Case Management System will be used by employees, contractors, and other stakeholders of Your Health Idaho, initially with the following approximate numbers of users: 25-50, but licensing terms need to provide the ability for YHI to increase users as it needs. User roles will range from Customer Support Representatives to Executive level decision makers.