STATE OF ARKANSAS

Request for Information

June 1, 2012

On Behalf Of

Arkansas Insurance Department

Solicitation of Information For:

Navigator Program Integrated Software Solution

Response Due Date:
2:00 p.m. Friday June 22, 2012

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1.0   Introduction

The Arkansas Insurance Department's (AID) Health Benefit Exchange Planning Division is seeking information from vendors interested in providing a solution to meet the technical needs of the Navigator Program services required under the Affordable Care Act (ACA) (P.L. 111-148 and 111-152). Vendors are advised that the required timeframes for completion of these services are very aggressive and are not negotiable to ensure Arkansas' compliance with the Affordable Care Act (ACA). In addition, detailed requirements will continue to be in development following the start of this technical effort and will not be complete until November 2012. The Planning team and their associated vendors have planned the topics in a manner that supports an Iterative/Incremental approach for the solution development and implementation.

Estimated Key Project Dates as of May 22, 2012	
Estimated Project Start Date	September 2012
Grant Applications Implementation	03/01/2013
Grantee Operations Implementation	03/01/2013
Navigator Training & Certification Implementation	05/01/2013
Post-Implementation Support	03/01/2013
Turnover Solution to the State	08/31/2012

1.1   Background

The ACA requires the development of Health Benefits Exchanges (Exchanges). Exchanges are State-specific competitive marketplaces where individuals and small businesses can:

1. Find health plan information
2. Make health plan comparisons
3. Determine if they are eligible for subsidies and other cost reductions
4. Apply for coverage in a form that they can understand
5. Enroll in Medicaid or a private plan of their choice

The State of Arkansas has made the determination that the best solution to meet their needs is to leverage the CMS Federally-facilitated Exchange (FFE) efforts (currently under development) with State-operated core Exchange functions of Consumer Assistance and Plan Management to implement the FFE-Partnership Model in Arkansas.

The Exchange stores and presents large amounts of industry-specific information from a variety of sources that are essential for making intelligent healthcare purchasing decisions. To facilitate the decision-making processes, trained consumer-oriented individuals known as Navigators, will be available to assist individuals and small businesses by:

1. facilitating enrollment in Medicaid or a private health plan that best fits their needs
2. providing post-enrollment services including connecting the consumer with complaints resolution or appeals processes

The ACA outlines funding requirements, eligibility criteria, duties, and standards for Navigators. Navigator services will be funded to qualified organizations/entities through grants from the operational funds of the Exchange (ACA §1310 (i) (6)). In order to be eligible for Navigator grant funding, organizations/entities must demonstrate existing relationships (or the ability to readily establish relationships) with employers, employees, consumers (including the under- and uninsured), and self-employed individuals (ACA §1310 (i)(2)). The Navigator Program will award grants to qualified entities, such as professional organizations, community non-profits, chambers of commerce, unions, Small Business Administration partners, licensed insurance agents, etc.

The Navigator Program will also support the certification/training of individuals to become certified Navigators. This includes individuals pursuing certification through an approved grantee organization or pursuing the certification without the assistance and funding available through an approved grantee organization.

Per ACA, a Certified Navigator, whether associated with an approved grantee organization or not, is required to perform the following duties (ACA §1310 (i) (3)):

1. Conduct public education activities to raise awareness of coverage available in the Exchange (qualified health plans);
2. Distribute fair and impartial information concerning enrollment in qualified health plans, and the availability of premium tax credits and cost-sharing reductions;
3. Facilitate enrollment in qualified health plans;
4. Provide referrals to the consumer assistance program or any other appropriate State agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage and;
5. Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange.

1.2 Objective

The software solution for the Navigator Program in Arkansas must manage three functions concurrently: grant applications, grantee operations and Certified Navigator training/certification. The Information Technology components needed to support the Navigator Program are the focus of this RFI.

Although the research conducted by AID and their planning vendors leading up to the issuance of this RFI has resulted in a vision of a solution that would consist of the functionality of a Grants Management software product integrated with the functionality of a Learning Management Software (LMS) product, AID welcomes and encourages any equivalent or enhanced solutions that successfully meet the requirements of this proposal within allotted time frames.

2.0   RFI Requirements for Response

The Arkansas Insurance Department understands that each respondent may not have relevant knowledge of or experience associated with each requirement that is contained in this RFI. Therefore, each Response should contain only information that the respondent has direct experience with. A non-response should be signified by stating "not applicable". Responses should address the following as they relate to the proposed development of a Navigator Program solution:

2.1   General Technical Requirements

a. Provide an executive summary containing an overview of previous experience with Health Insurance Exchange Navigator solutions or similar technology.

b. Describe and provide a visual representation of how your solution will meet the necessary functionality for grant applications process, grantee operations and certified Navigator training/certification. (Note: Visual representation to be provided as RFI response Appendix A; See section 3.0)

c. Describe the hardware, software, operating systems, and database requirements that your proposed solution requires from data user, data provider, and system administrator perspectives.

d. Define how your solution interfaces to existing source systems. List which data types your solution can handle and which data standard formats you would support. Include how information can be captured as well as disseminated from your solution.

e. Describe your organization's commitment to and experience with open source solutions and initiatives.

f. Discuss your abilities to integrate to existing web portals from within the IT platform.

g. Describe your abilities to be flexible to any laws, rules or regulations that may be issued and/or amended by the federal government and/or state policymakers that may affect various processes within the IT platform.

2.2 Privacy/Security

a. Indicate how your solution would assist in creating/obtaining the necessary inter-entity agreements needed to share data of this nature (e.g. IRS, Department of Labor).

b. Describe the level of information available in the solution's audit trail and the process for AID utilization and reporting of the audit trail.

2.3 Standards

a. Indicate how your solution follows the standard industry Systems Development Life Cycle (SDLC) frameworks including the use of iterative and incremental development methodologies or a demonstratively acceptable alternative.

    i. The design should take advantage of a Web Services Architecture (using XML, SOAP and WSDL or REST) and Service Oriented Architecture approach for design and development leveraging the concepts of a shared pool of configurable computing resources or a demonstratively acceptable alternative.

b. Describe how your solution ensures the privacy, confidentiality, and security of information from technical and functional perspectives. Include in your response details regarding compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA), transaction standards, standards and protocols adopted by the Secretary pursuant to Sections 1104 and 1561 of Affordable Care Act

c. Describe how your solution addresses program Accessibility provisions of Section 504 of the Rehabilitation Act and Security and Privacy safeguards requirements of Section 6103 of the Internal Revenue Code.

d. Describe how solution will work to avoid duplication of costs, processes, data and effort between state agencies.

2.4 Implementation

a. Attach a sample project plan that includes typical project tasks, milestones, estimated timelines, and required resources (indicate if task is typically staffed with respondent-supplied implementation team, client team, or third party resources). Please reference management procedures and tools used to track implementation timelines, manage and resolve issues, and maintain project documentation. Please indicate implementation services that are typically included and those that can be purchased on a fee basis.

b. Describe the recommended technical and end user training/education including documentation, approaches, modules offered, and services that would be offered.

c. Discuss your implementation strategy – ASP, web based, etc.

2.5 Maintainability

a. Describe the level of support and maintenance required for your proposed solution. Include in your description the types of services required to keep the solution operational, hours of operation for support, support contact methods, response times, whether support is outsourced, and any other information that may be valuable to AID.

b. Provide, to the extent possible, an estimated cost model to purchase, implement, and operate your proposed solution including unit costs based on key variables such as data users, source systems, interfaces, and the pricing scales based on those key variables.

c. Indicate previous experience, if any, with sustainable funding models associated with your solution.

d. Describe the anticipated resources and costs required to support the implementation, and operations of your proposed solution to supplement the model you provide in Appendix A.

2.6 Performance, Reliability and Availability

a. Describe the system performance for the proposed solutions. In addition to the items below, list any requirements and other factors that could influence performance of the system.

 i. Capacity (for example, the number of concurrent customers or transactions the system can accommodate)
 ii. Average system response time after user input
 iii. System safeguards that prevent users from severely degrading system performance or "hanging" the system (e.g., searches that return a large number of records)

b. Discuss the business continuity / disaster recovery that your company would recommend around the Navigator Program solution.

2.7 Pricing Format

a. Please describe how you typically price your services (e.g. Business Model).

3.0   Submission Format Requirements

The Response must include the following components:

- Cover Letter (max 2 pages)
- Narrative Response to Requirements in section 2.0 (Include the question number and text followed by response)
- Implementation Timeline and Key Milestones/Deliverables
- Qualifications (max 5 pages)
- Company References
- Appendix A -Visual representation of the proposed solution [See 2.1(b)]

Responses are **due no later than 2:00 pm on Friday June 22, 2012**. Responses should be in **Microsoft Word and Adobe PDF** format and must be sent to the Exchange point of contact:

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