

SECTION IV: TECHNICAL SECTION

This Section of the IFB sets forth the Offeror's responsibilities in regard to the content of the Technical Section of the Offeror's Proposal and the services, which are the subject of this IFB. The Offeror must provide responses in the Technical Section that confirm the Offeror will satisfy all of the "Contractor's Responsibilities" requirements set forth in Section IV.A. of the IFB and also as part of its Administrative Section, submit a completed **Exhibit I.T.I** "Project Services Attestations Form." Failure of the Offeror to satisfy all requirements set forth in this Section IV of the IFB may result in a determination by the Department that the Offeror is non-responsive.

Note: Numbers, data, or statistics which may appear in the Exhibits referenced throughout this IFB are for informational purposes only and should not be used or viewed by prospective Offerors as guarantees or representations of any levels of past or future performance or participation.

A. Contractor's Responsibilities:

During the term of the Agreement that results from this IFB, the Contractor will be responsible for the performance of all those services/tasks as set for in this Section IV.A of the IFB.

1. **Project Team:** Throughout the term of the Agreement that results from this IFB, the Contractor must:
 - a. Maintain an organization of sufficient size with staff that possesses the necessary skills and experience to administer, manage, and oversee all aspects of the DEA Project during implementation and operation;
 - b. Dedicate a project manager who will be available full time for the entire term of the DEA Project and who has at least three (3) years' experience serving as a project manager. The Contractor must advise the Department immediately if replacement of the project manager is contemplated during the term of this DEA Project;
 - c. Assign a project management team that is experienced, accessible, and sufficiently staffed to provide timely (one (1) Business Day) responses to administrative concerns and inquiries posed by the Department, and other users designated by the Department, for the duration of the Agreement to the satisfaction of the Department; and

-
- d. Immediately notify the Department of actual or anticipated events affecting the delivery of services to the Department and present options available to minimize or eliminate the impact of those events on the delivery of Project Services.

2. **Project Implementation:** During the 60-Day Implementation Period of the DEA Project the Contractor must:

- a. Develop and update, as needed, a written implementation plan for the DEA Project as requested in IV.B.3.a of this IFB. The implementation plan must be detailed and comprehensive and demonstrate a firm commitment by the Contractor to complete all implementation activities within the 60-Day Implementation Period. For all tasks that require Department review and approval, a minimum review period of five (5) Business Days must be built into the implementation plan; and
- b. Undertake and complete all implementation activities, including but not limited to those specific activities set forth below in this Section IV.A.2.b of this IFB. Such implementation activities must be completed no later than the first Day following the 60-Day Implementation Period and includes:
 - (1) Planning and testing the transmission of data to/from the Department as outlined in Section IV.A.3 of this IFB;
 - (2) Establishing and maintaining a fully trained call center as outlined in Section IV.A.4 of this IFB;
 - (3) Establishing a secure online web portal providing access for Enrollees and the Department as outlined in IV.A.5 of this IFB; and
 - (4) Developing Enrollee communications for review and approval by the Department as outlined in IV.A.7 of this IFB.

3. **Electronic Transfer of Data:** Throughout the term of the Agreement that results from this IFB, the Contractor must:

- a. Receive and transmit Dependent data in a secure electronic format and on a schedule mutually agreed upon by the Contractor and the Department;
- b. Receive/transmit data in the format required by the file layouts presented in Exhibit III.E of this IFB;

- c. Ensure all electronic transfer of data and/or storage of files is located solely in the United States;
 - d. Maintain a HIPAA compliant level of security to protect the confidentiality of all Enrollee/Dependent information;
 - e. Have a disaster recovery plan in place that is applicable to this DEA Project;
 - f. Image all documentation received from the Enrollee and transmit a file (or files) to the Department in a standard format (i.e. Multi-Page Tagged Image File Format (TIFF)). The file of images must be accompanied by indexing files and follow a naming convention as outlined in Exhibit III.G of this IFB; and
 - g. Acknowledge that it is the Department's policy that all files need to have a PGP encryption key. If the Department sends the Contractor a file(s), the Department will send to the Contractor's server with the Contractor's PGP encryption key. If the Contractor sends the Department a file(s), the Contractor will send to the Department's server with the Department's PGP encryption key. The files will be exchanged using SFTP protocol.
4. **Call Center Services:** Throughout the term of the Agreement that results from this IFB, the Contractor must:
- a. Establish a dedicated toll-free telephone number that Enrollees can call with questions during the Amnesty Period, the Eligibility Verification Period, and the Appeal and Reinstatement Period(s). The Contractor must maintain a call center with a staffing level sufficient to meet the call center performance guarantees. The Contractor must dedicate a core staff to service the Department's account;
 - b. Establish a call center, located in the United States and staffed with fully trained call center representatives and supervisors, with representatives available, at a minimum, from 8:00 a.m. to 8:00 p.m. ET, except for Business Holidays observed by the State. The Contractor's call center technology must have a system to log and track all inquiries. The system must include call type, actions and resolutions. Call center representatives must be trained to respond to questions and inquiries including, but not limited to, Dependent eligibility and status of documentation review. Any inquiries that cannot be answered in

the initial phone call must be responded to either by telephone or in writing within five (5) Business Days;

- c. Escalate complex and/or difficult calls to more experienced representatives and ultimately supervisory staff; and
- d. Staff the call center during the Appeal and Reinstatement Period(s) to assist Enrollees who submit documentation that supports reinstating the terminated Dependent's coverage;

5. **Secure Online Web Portal:** Throughout the term of the Agreement resulting from this IFB, the Contractor must:

- a. Establish a secure online web portal, which allows Enrollees to submit, and confirm submission of, eligibility documentation. The secure online web portal must be available twenty-four hours a day, seven (7) days a week, except for regularly scheduled maintenance. The Department shall be notified of all regularly scheduled maintenance at least one (1) Business Day prior to such maintenance being performed; and
- b. Maintain a secure online web portal that allows Enrollees, or the Department as applicable, to perform the following:
 - (1) Upload documentation;
 - (2) Check Dependent eligibility status in real-time;
 - (3) View all communications sent from the Contractor to the Enrollee;
 - (4) Review FAQ's that have been developed by the Contractor and approved by the Department;
 - (5) Allows Enrollees to get answers to questions via secure email and/or a chat function;
 - (6) Access customer service contact information including address(es), phone number(s) and email address(es);

(7) Allows the Department to compile periodic management reports documenting the progress and outcomes of the DEA Project via the secure online web portal; and

(8) Allows the Department to have view only access to Dependent eligibility status.

c. Allows cobranding of the secure online portal by incorporating the NYSHIP logo.

6. Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement

Period(s): Throughout the term of the Agreement resulting from this IFB, the Contractor must:

- a. Administer one (1) Amnesty Period for all Enrollees with a Family Policy to report ineligible Dependents. Administration of the Amnesty Period must include the communication of the Amnesty Period to Enrollees, call center support, receiving requests from Enrollees to terminate ineligible Dependents, and the reporting of ineligible Dependents to the Department;
- b. Administer up to three (3) Phases of eligibility verification during the Eligibility Verification Period. Administration of the Eligibility period shall include, but not be limited to, sending communication materials to Enrollees regarding the Eligibility Verification Period, providing call center support, receiving and processing documents to verify eligibility, and the reporting of ineligible Dependents to the Department. The Dependent eligibility audit tasks must conform to NYSHIP eligibility rules;
- c. Administer an Appeal and Reinstatement Period(s) for Dependents who were terminated because sufficient documentation was not provided on a timely basis and who subsequently are able to provide the documentation. The Department requires the Contractor to complete Reinstatements quickly and accurately and provide the Reinstatement File as outlined in Section IV.A.9.a.(6) of this IFB;
- d. Transmit termination and reinstatement files on a schedule as outlined in Sections IV.A.9.a.(5) and IV.A.9.a.(6) of this IFB; and
- e. Complete all tasks related to the Amnesty Period, and Eligibility Verification Period, within one (1) year of the Agreement Start Date and the Appeal and Reinstatement Period(s) within fifteen (15) months of the Agreement start date.

-
7. **Communication Material:** Throughout the term of the Agreement resulting from this IFB, the Contractor must:
- a. Develop customized Enrollee communications, subject to written approval by the Department for the Amnesty Period, the Eligibility Verification Period, and the Appeal and Reinstatement Period(s). The communications must provide sufficient detail so the Enrollee can clearly identify:
 - (1) Dependent children verified in the prior audit for whom eligibility does not need to be confirmed;
 - (2) Dependent children added to coverage on or after February 1, 2009 for whom documentation must be submitted to verify coverage;
 - (3) Spouse or Domestic Partner, regardless of the date the individual was added to coverage for whom documentation must be submitted;
 - (4) Dates by which documentation must be submitted; and
 - (5) Termination date for Dependents deemed ineligible for coverage. The final letter must allow the Enrollee fourteen (14) Business Days for response prior to terminating the Dependent.
 - b. Send different Enrollee communications for different types of Dependents (i.e. Dependent child versus Spouse) and NYSHIP populations (NY versus Participating Agency (PA) or Participating Employer (PE));
 - c. Mail sufficient Department approved Enrollee communication material to achieve the ROI guarantee as outlined in IV.A.10 of this IFB;
 - d. Use a dedicated P.O. Box or other address as approved by the Department as the return address for all Enrollee communications; and
 - e. Acknowledge that the cost of all Project Services communication mailings (including postage) will be paid by the Offeror and will be considered by the Department as being included in the total DEA Project cost submitted by the Offeror.

-
- 8. Outgoing and Returned Mail Process:** Throughout the term of the Agreement resulting from this IFB, the Offeror must:
- a. Conform to address labeling guidelines that will be provided by the Department that, at a minimum, will require the following:
 - (1) The Offeror must use coding as provided in the enrollment file, Exhibit III.E, above the Enrollee address block on each mail piece. This coding will be used by the Offeror to route returned mail to agencies or DCS as appropriate for handling;
 - (2) For all active Enrollees, as well as Retirees of PAs, the agency code and benefit program code will be used; and
 - (3) For all other Retirees, a unique code, to be identified by the Department, will be used.
 - b. Use USPS software as needed for simple address hygiene purposes. National Change of Address (NCOA) software may not be used as NYSHIP policy is that address changes must be requested by the Enrollee only;
 - c. Provide mailing samples during the Implementation Period for testing and Department approval before mailing to Enrollees. The Department will review and approve or deny within two (2) Business Days;
 - d. Provide a weekly file of returned mail, as outlined in Section IV.A.9.a.(12) of this IFB, to the Department;
 - e. Accept one or more updated enrollment files, as outlined in Section IV.A.9.a.(12) of this IFB, containing corrected addresses, which the Contractor must load into their system within one (1) Business Day of receipt, should the Department determine such files are necessary.

Note: Typically, less than five percent (5%) of NYSHIP communications to Enrollees are returned as either undeliverable or with a forwarding address.

- 9. Reporting:** Throughout the term of the Agreement resulting from this IFB, the Contractor must:

- a. Work with the Department to develop reports acceptable to the Department for the Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period(s), that include, but are not limited to, measurement of the Contractor's response rates and outcomes, adherence to Agreement requirements, and measurement of performance guarantees. Reporting will be at intervals mutually agreed upon by the Department and the Contractor. Reporting, at a minimum, must cover:
- (1) **Verification Status Summary Report** – to provide information on each letter mailed and received including number of letters mailed, number of responders, number of Amnesty Period requests, number of complete documentation received, number of incomplete documentation received, number of non-responders, number of returned mail, number of Appeals received, number of Appeals accepted, and number of Appeals rejected. The report will be required daily and may transition to weekly at the sole discretion of the Department;
 - (2) **Call Center Statistics** – report detailing each day's call center activity including, but not limited to, the number of calls, telephone response rate, telephone abandonment rate, and telephone blockage rate. The report will be required daily and may transition to weekly at the sole discretion of the Department;
 - (3) **Secure Online Portal Statistics** – weekly report providing information on the number of documents received daily, and the percent (%) processed within three (3) Business Days and the percent (%) processed within five (5) Business Days;
 - (4) **Weekly Management Summary Report** – provide progress of the DEA Project and the milestones met;
 - (5) **Results File** – identifying Dependents to be terminated from coverage. A file will be required at the end of the Amnesty Period and at the end of each Phase of the Eligibility Verification Period. Refer to the "Results File Layout" tab in Exhibit III.E of this IFB for the file layout;
 - (6) **Reinstatement File** – identifying those Dependents that are terminated during the audit and acceptable documentation is subsequently received prior to the completion of the DEA Project. The report will be required on a daily basis and

must include all Reinstatements processed on the previous Business Day. Refer to the “Reinstate File” tab in Exhibit III.E of this IFB for the file layout;

- (7) **Terminated and Deceased File** – a file shall be sent from the Department to the Offeror on a weekly basis after the Amnesty Period. The file will identify Enrollees and/or Dependents who have had coverage terminated or were identified as deceased after the initial population was identified for Amnesty. Refer to the “Term & Deceased File Layout” tab in Exhibit III.E of this IFB for the file layout;
- (8) **File of Imaged Eligibility Documentation** –provide one (1) or more files of images of all eligibility documentation received, Enrollee correspondence received, and Contractor communications to Enrollees. The file will be provided on a weekly basis. Refer to Exhibit III.G of this IFB for the file layout;
- (9) **Guarantee Report** – summarizing the Contractor's compliance with all Agreement guarantees (with the exception of the ROI Guarantee, which will be calculated by the Department). This report is to be provided 30 Days after the conclusion of the DEA Project;
- (10) **Final Project Report** – summarizing the DEA Project outcome and suggestions, including draft forms/documents, to improve the Department’s ongoing management of Dependent eligibility. This report is to be provided 90 Days after the conclusion of the DEA Project;
- (11) **Ad Hoc Reports** – the Department may, on occasion, request ad hoc reports or other data analysis to monitor Project Services and contract compliance. The format, frequency, and due dates for such reports, if any, will be specified by the Department to the Contractor during the term of the Agreement that results from this IFB;and
- (12) **File of Returned Mail**– provides a complete listing of mail returned to the Contractor due to incorrect addresses. The file will be required weekly at the discretion of the Department. Refer to the “Returned Mail Layout” tab in Exhibit III. E of this IFB for the file layout.

10. Project Return on Investment (ROI) – Throughout the term of the Agreement resulting from this IFB, the Contractor must:

- a. Guarantee a return on investment of at least 3:1 (Total Savings of at least three times the total DEA Project cost) for the DEA Project including administration of the Amnesty Period, the Eligibility Verification Period and the Appeal and Reinstatement Period(s);
- b. Total Savings will be calculated by the Department and will be based on the Plan (Empire, SEHP or HMO) the member is enrolled in at the time of the audit. The Total Savings shall be calculated as follows (refer to Exhibit III.F for an example of the ROI Calculation):

(1) For the Empire Plan and SEHP, the savings shall be calculated by the Department as the average annual paid claims amount per Dependent determined to be ineligible by the vendor multiplied by the number of Dependents disenrolled. The annual paid claims per Dependent shall be calculated by the Department as the claims paid for each Dependent determined ineligible for the period 2010-2014 divided by the number of months such Dependent was enrolled in the Plan during that period multiplied by 12.

PLUS

(2) For HMO Dependents, annual savings calculated as the difference between Family and Individual 2014 Net Premium multiplied by the number of Family Policies that changed to Individual as a result of all Dependents being determined to not be eligible.

PLUS

(3) Annual savings of Medicare Part B Premium reimbursement paid for Medicare Dependents determined not eligible by the Contractor based on the standard 2014 monthly Medicare Part B Premium amount.

PLUS

(4) For Enrollees with a Family Policy who are participating in the Opt-Out Program, there will be an annual savings of \$2,000 in instances where all of the Enrollee's Dependents are determined not eligible.

11. Performance Guarantees:

- a. The Parties agree that the following guarantees and the corresponding credit amounts for failure to meet the Contractor Performance Guarantees shall be implemented effective the first Day following a 60-Day Implementation Period. The Offeror must submit as part of its Administrative Section a completed Exhibit I.T.2 of this IFB "Performance Guarantees Attestations Form."

(1) Implementation and Start-up Guarantee and Credit Amount

- (a) Guarantee:** The Contractor guarantees that all implementation and start-up activities listed in Section IV.A.2 of this IFB will be in place on the Implementation Date.
- (b) Credit Amount:** If the Contractor fails to complete all implementation and start-up activities within the Implementation Period, the Contractor shall credit against the Project Fees \$1,250 per Day that the Contractor fails to assume full operational responsibility to the satisfaction of the Department.

(2) Call Center Availability Guarantee and Credit Amount

- (a) Guarantee:** The Contractor guarantees the call center toll-free telephone line will be operational and available to callers at least ninety-eight percent (98%) of the Contractor's Call Center Hours. The call center availability will be reported daily, and may transition to weekly at the discretion of the Department, and calculated for the term of the Agreement.
- (b) Credit Amount:** For each .01 to 1% below the standard of ninety-eight percent (98%) that the Contractor's toll-free telephone line is not operational and available to callers during the Contractor's Call Center Hours, the Contractor shall credit against the Project Fees the amount of \$10,000.

(3) Call Center Telephone Response Time Guarantee and Credit Amount

(a) Guarantee: The Contractor guarantees the call center toll-free telephone line will be answered by a call center representative within 45 seconds at least ninety percent (90%) of the time during the Contractor's Call Center Hours. The call center response time will be reported daily, and may transition to weekly at the discretion of the Department, and calculated for the term of the Agreement.

(b) Credit Amount: For each .01 to 1% of incoming calls to the Contractor's telephone line below the standard of ninety percent (90%) that is not answered by a call center representative within 45 seconds, Contractor shall credit against the Project Fees the amount of \$10,000.

(4) Telephone Abandonment Rate Guarantee and Credit Amount

(a) Guarantee: The Contractor guarantees that incoming calls to the Contractor's call center toll-free telephone line in which the caller disconnects prior to the call being answered by a call center representative will not exceed the standard of three percent (3%) of total incoming calls. The call center telephone abandonment rate will be reported daily and may transition to weekly at the discretion of the Department, and calculated for the term of the Agreement.

(b) Credit Amount: For each .01 to 1% of incoming calls to the Contractor's call center toll-free telephone line in which the caller disconnects prior to the call being answered by a call center representative in excess of the standard of three percent (3%) of total incoming calls, the Contractor shall credit against the Project Fees the amount of \$10,000.

(5) Telephone Blockage Rate Guarantee and Credit Amount

(a) Guarantee: The Contractor guarantees that incoming calls to the call center toll-free telephone line that are blocked by a busy signal shall not exceed the standard of one percent (1%) of total incoming calls. The call center telephone line blockage rate will be reported daily, and may transition to weekly at the discretion of the Department, and calculated for the term of the Agreement.

(b) Credit Amount: For each .01 to 1% of incoming calls to the call center toll-free telephone line that are blocked by a busy signal, in excess of the standard of

one percent (1%) of total incoming calls, the Contractor shall credit against the Project's Fees the amount of \$10,000.

(6) Secure Online Web Portal Guarantee and Credit Amount

(a) Guarantee: The Contractor must guarantee that ninety-five percent (95%) of all documents submitted by Enrollees, regardless of method of submission, will be uploaded, processed and viewable on the Contractor's secure online web portal within three (3) Business Days of receipt and one-hundred percent (100%) will be uploaded, processed and viewable on the Contractor's secure online web portal within five (5) Business Days of receipt. The document processing time shall be reported weekly and calculated for the term of the Agreement.

(b) Credit Amount: For each .01 to 1% below the standard of ninety-five percent (95%) of all documents received that are not uploaded, processed and viewable on the Contractor's secure online web portal within three (3) Business Days, the Contractor shall credit against the Project Fees the amount of \$10,000. Additionally for each .01 to 1% below the standard of one-hundred percent (100%) of all documents received that are not uploaded, processed and viewable on the Contractor's secure online web portal within five (5) Business Days, the Contractor shall credit against the Project Fees the amount of \$10,000.

(7) Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period(s) Guarantee and Credit Amount

(a) Guarantee: The Contractor must guarantee that all Amnesty Period and Eligibility Verification Period tasks will be completed within one (1) year of the Agreement start date and all Appeal and Reinstatement Period(s) tasks will be completed within fifteen (15) months of Agreement start date.

(b) Credit Amount: For each month or partial month that all Amnesty Period and Eligibility Verification Period tasks are not completed within one (1) year of the Agreement start date and all Appeal and Reinstatement Period(s) tasks that are not completed within fifteen (15) months of the Agreement start date, the

Contractor shall credit four percent (4%) of the total Project Fees charged under the Agreement for all DEA Project Services.

(8) Reporting Guarantee and Credit Amount

- (a) Guarantee:** The Contractor must guarantee that accurate management reports as specified in Section IV.A.9.a of this IFB will be delivered to the Department no later than their respective due dates inclusive of the date of receipt and supply the reports in an electronic format (Microsoft Access, Excel, Word) as determined by the Department.
- (b) Credit Amount:** For each management report that is not received by its respective due date, the Contractor shall credit against the Project Fees \$1,250 per report per each Business Day between the due date and the date the management report is received by the Department inclusive of the date of receipt.

(9) Return on Investment Guarantee and Credit Amount

- (a) Guarantee:** The Contractor must guarantee a ROI of at least 3:1 for the administration of the Amnesty Period and the Eligibility Verification Period: Total savings of at least three (3) times the total DEA Project cost. Total savings shall be calculated by the Department, as outlined in IV.10.b of this IFB, and shall be based on the Plan (Empire, SEHP or HMO) the member is enrolled in at the time of the audit.
- (b) Credit Amount:** If total savings calculated by the Department is less than three (3) times the total DEA Project cost charged under the Agreement, the Contractor shall credit against the total Project Fees the difference between three (3) times the total DEA Project cost and actual total savings as calculated by the Department, not to exceed the total Project Fees charged under the Agreement.

B. Technical Section Submission Requirements

The Technical Section of the Offeror's Proposal shall include separate responses to each of the following requirements pertaining to substance and general content:

1. Executive Summary

The Offeror must submit an Executive Summary that describes its capacity to administer the NYSHIP Dependent Eligibility Project. The Offeror must have the experience, reliability and integrity to ensure that the Department's needs are addressed in a cost effective manner consistent with the terms of the Offeror's Proposal. The Executive Summary must include:

- a. The name and address of the Offeror's main and branch offices and the name of the senior officer who will be responsible for this account;
- b. A description demonstrating its understanding of the requirements presented in the IFB, and how the Offeror can assist the Department in accomplishing its objectives and will meet the requirements set forth in the IFB;
- c. A statement explaining the Offeror's and the Offeror's Key Subcontractor's previous experience managing Dependent eligibility audits for large complex clients (complex client is defined as having more than one hundred fifty thousand Dependent lives subject to audit with various distinct Employee groups offering eligibility to members other than the Enrollee, the Enrollee's Spouse and their natural or adopted Dependent children (for example Domestic Partners, disabled Dependents or Dependent Survivors). The statement must include:
 1. timetables for conducting the Dependent eligibility audits, and adherence to schedule (e.g. was it implemented and completed on time?);
 2. any issues that arose during the audits and an explanation of how those issues were resolved; and
 3. references as required in Exhibit I.V of this IFB for at least three large complex clients (as defined in Section IV.B.1.c) to which the Offeror has provided dependent eligibility audits within the last three years.

d. An explanation of how the following administrative and operational components will be performed by the Offeror. Include an organizational chart and description explicitly detailing responsibility for the following functions:

1. Project Team;
2. Administration of an Amnesty Period, the Eligibility Verification Period;
3. Call Center Services;
4. Secure Online Web Portal Services;
5. Communication Material;and
6. Reporting

If the proposed organizational structure has been used in administering the program of another client, provide the client's name and include the client as a reference as required in Exhibit I.V.

2. Project Team

a. Provide an organizational chart and description illustrating how you propose to administer, manage, and oversee all aspects of the DEA Project. Include the following:

- (1) Reporting relationships and the responsibilities of each key position of the Project Team and how the team will interact with other departments or functional areas within your organization and with any subcontractors for this Project. Describe how the Project Team interfaces with the organization's senior management and ultimate decision makers within your organization; and;
- (2) Where will your Project Team, document verification and call center be located and approximately how many staff members will work in each functional area?

b. What executive resources are available to the Project Team to manage the DEA Project and ensure that any issues identified by the Department will be corrected to the satisfaction of the Department? How will you ensure the Project management Team will meet the Department's accessibility and timely response requirements?

3. Project Implementation

- a. Provide an implementation plan (via a detailed narrative, diagram, and timeline) that results in the implementation of all DEA Project Services by the Implementation Date, including but not limited to: roles, responsibilities, estimated timeframes for individual task completion, testing dates and objectives, and areas where complications may be expected. For all tasks that require Department review and approval, a minimum review period of five (5) Business Days must be built into the implementation plan. Include key activities such as administration of Amnesty Period, evaluation of Dependent eligibility, processing of eligibility documentation submitted by the Enrollee, electronic reporting of final eligibility determinations and eligibility documentation to the Department, processing of returned mail and the following:
- (1) A plan to test the transmission of data to/from the Department as outlined in Section IV.A.3.a of this IFB;
 - (2) Establishment and maintenance of a fully trained call center as outlined in Section IV.A.4 of this IFB;
 - (3) Establishment and maintenance of a secure online web portal as outlined in Section IV.A.5 of this IFB;and
 - (4) Development of Enrollee communications for review and approval by the Department as outlined in Section IV.A.7 of this IFB;

4. Electronic Transfer of Data

- a. Describe your capabilities for receiving and transmitting data in a secure environment and on a schedule mutually agreed upon by the Offeror and the Department;
- b. Complete Appendix C, Attachment 2, Part 1D to describe the HIPAA compliant level of security to be used to protect the confidentiality of Enrollee/Dependent information, including access controls, audit controls; working procedures for handling printed materials, method of disposal of media and paper, user account management and physical security; and

- c. Describe your ability to image Enrollee documentation in a standard format (i.e. Multi-Page TIFF) and transmit an indexed file to the Department.

5. Call Center

- a. Describe the call center operations that will be used for the project. Include a description of the technology that will be used including sample IVR scripts that will be used to route calls or permit self-service by callers. Describe how the call center will handle peak call volumes (for example, right after a letter is mailed). Describe the training call center staff will receive, including HIPAA training. Explain the process call center staff will use to provide responses to Enrollee questions and what procedures will be used to escalate difficult or complex calls;
- b. Where will the call center be located? During what hours will call center representatives be available to take calls from Enrollees? Will the toll free service have after hour's features? If so, describe the features. Describe the system capabilities and how the system will help call center staff address Enrollee inquiries and document calls and resolutions; and
- c. What provisions will be in place if the call center system is not operational during the required time? For example, do you have a back-up call center where calls will be routed, an upfront message directing the Enrollee to call back, or an answering machine to take messages?

6. Secure Online Web Portal

- a. Provide a test ID for a sample secure online web portal so that the Department may view its functionality;
- b. Describe the process Enrollees will follow to submit and confirm submission of eligibility;
- c. What options will you provide to allow Enrollees to send/receive answers to questions through the secure online web portal (via secure e-mail, a chat function, or both)? Describe the chat function, if offered; and

- d. Provide samples of the management reports that will be available for the Department to generate from the secure online web portal. Provide a test ID and URL for a sample secure online web portal so that the Department may view the reporting capabilities.

7. Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period

- a. Describe how you will administer the Amnesty Period of the project for Enrollees to report ineligible Dependents. At a minimum, describe the proposed process to communicate the Amnesty Period to Enrollees, call center support, the processing of requests from Enrollees to terminate ineligible Dependents and the reporting of ineligible Dependents to the Department;
- b. Describe how you will verify Dependent eligibility in accordance with NYSHIP eligibility rules, including the proofs you will require to be submitted by the Enrollee for each Dependent type (see Exhibits II.A and II.B of this IFB). Explain how you verify that a Spouse or Domestic Partner is still currently the Spouse or Domestic Partner of the Enrollee. In addition to a narrative description, include a detailed flow chart that includes all processes and proposed timeframes; and
- c. Describe the process that will be implemented to review appeals and reinstate Dependents who were terminated because sufficient documentation was not provided on a timely basis and who subsequently are able to provide the documentation.

8. Communication Material

- a. Describe your ability to provide communications that clearly identify to the Enrollee all Dependents, (except Dependent children who were verified in the previous Dependent eligibility audit) for whom verification must be provided to confirm eligibility. Information identifying previously verified Dependent children would be obtained from a file provided by the Department during implementation. Provide a sample document showing how this will be communicated;
- b. Provide samples of recommended communications the Offeror proposes to use in the project;
- c. Describe your experience with other clients in developing customized communications; and

- d. Describe your approach for contacting non-responders or Enrollees who have submitted partial, but not full documentation. How many attempts are made to reach the Enrollee to obtain adequate documentation prior to terminating their Dependent(s)?

9. Reporting

- a. Describe the reports that you recommend for this DEA Project that conform to the minimum reporting requirements described in this section. Provide report samples for each report type.