

Native Hawaiian Community Improvement

**Request for Information
No. RFI-MQD-2024-011**

**Department of Human Services
Med-QUEST Division
May 22, 2024**

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REASON FOR THE RFI

The State of Hawai'i, through its Medicaid agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is issuing this Request for Information (RFI) to seek information and comments to prepare a Request for Proposal (RFP) to contract a Third-Party Administrator to pursue vendors capable of providing goods and services to improve the health and well-being of the Native Hawaiian community.

The information received through this RFI will assist MQD in preparing the RFP. Responses from all stakeholders will be considered in preparation of the RFP. Information submitted in response to this RFI will not be considered in evaluation of subsequent proposals submitted in response to the RFP.

BACKGROUND

MQD is the Division within DHS that administers the Medicaid program in Hawai'i. Medicaid, a federal and state partnership program created by Congress in 1965, provides medical assistance benefits to qualified uninsured and underinsured Hawai'i beneficiaries.

MQD provides most of its healthcare services in a managed care environment for Medicaid beneficiaries. The majority of the Medicaid beneficiaries receive medical, behavioral health, and long-term care services through the QUEST Integration (QI) program, implemented in 2015. QI currently serves approximately 460,000 Medicaid beneficiaries. QI eligible Medicaid beneficiaries include pregnant women, children, parents and caretakers, adults, and individuals who are aged, blind, and/or disabled.

RFI RESPONSES

Please provide responses to the following inquiries based on how you or your organization would propose to provide TPA services and pursue vendors capable of providing goods and services to the Native Hawaiian community, with a target population composed of QI Medicaid beneficiaries. MQD encourages respondents to answer all questions but will consider responses that do not address all the questions.

1. What qualifications should the TPA have in order to select a vendor that can deliver goods and services to improve the overall health and well-being of the Native Hawaiian community?
2. What goods and services should be chosen by the TPA to fulfill the goals of this RFP?
3. What qualifications should vendors have in order to provide goods and services that will improve the overall health and well-being of the Native Hawaiian community?

4. Based on your organization's experiences with the Native Hawaiian community, please provide MQD with any suggestions or recommendations that may assist MQD in developing a realistic and reasonable RFP.

RESPONSE SUBMISSION

RFI submission must include the name, organization (if applicable), and contact information of the person/organization submitting the response. Each organization is limited to one response.

Responses to this RFI are due by 2:00 p.m. Hawai'i Standard Time (HST) on June 13, 2024.

Indicate "Native Hawaiian Community Investment RFI-MQD-2024-011" on the cover of the document or in the subject line on the email response. Responses should be e-mailed to QUEST_Integration@dhs.hawaii.gov.

Email responses are strongly encouraged, but responses may also be mailed or delivered to:

Mr. Jon Fujii
c/o Eric Nouchi
Department of Human Services/Med-QUEST Division
1001 Kamokila Boulevard, Suite 317
Kapolei, HI 96707

CONFIDENTIAL INFORMATION

If respondents believe portions of their RFI response should remain confidential, respondents shall clearly identify those portions of their response and include a statement detailing the reasons the information should not be disclosed. There shall be no blanket labeling of the entire document as "proprietary" or "confidential." This shall invalidate the confidentiality of the document and it will not be reviewed as such.

The detailed reasons shall include the specific harm or perceived prejudice that may arise. The DHS Director, MQD Administrator, and the Health Care Services Branch Administrator shall determine whether the identified information should remain confidential. Notice shall be provided to the respondent prior to any information which was requested to be confidential became part of public distribution/information.

COST OF RESPONSE & USE OF INFORMATION

DHS will not reimburse any respondent for the cost of preparing and submitting a response to this RFI.

DHS reserves the right to incorporate in a solicitation, if issued for such a contract, any recommendations presented in response to this RFI.

Please submit any questions or clarifications pertaining to this RFI to QUEST_Integration@dhs.hawaii.gov.