

**Department of Human Services
Med-QUEST Division**

**No. RFP-MQD-2025-006
Issued: April 1, 2025**

**Ombudsman Services for Medicaid Beneficiaries and Providers
Amendment 1**

	RFP Section	RFP Language	Amendment (deletions are crossed out and new language is underlined)
1.	10.100.B	B. The Offeror shall not be affiliated with any of the QI health plans or FFS contractors contracted by Department of Human Services (DHS). A list of the currently participating Hawaii QI health plans and FFS contractors may be found in Appendix B.	Revise the following: B. The Offeror shall not be affiliated with any of the QI health plans or FFS contractors contracted by Department of Human Services (DHS). A list of the currently participating Hawaii QI health plans and FFS contractors may be found in Appendix B.
2.	10.500.A.5	5. Section 45 Fraud, Waste, and Abuse (FWA) and Remedies for Non-Compliance – Provides information on FWA and remedies for contract	Revise the following: 5. Section 45 Fraud, Waste, and Abuse (FWA) and Remedies for Non-Compliance –

		non-compliance.	Provides information on FWA and remedies for contract non-compliance.
3.	40.100.P	<p>P. The Offeror shall provide a statement that, to their knowledge, no one from their organization is receiving payments from any participating Hawaii MQD QI health plans or FFS contractors. The organization chosen to be the Medicaid Ombudsman Office shall not be affiliated with any of the health care plans and FFS programs contracted by DHS.</p>	<p>Replace with the following:</p> <p>P. The Offeror shall provide a statement that, to their knowledge, no one from their organization is receiving payments from any participating Hawaii MQD QI health plans or FFS contractors. The organization chosen to be the Medicaid Ombudsman Office shall not be affiliated with any of the health care plans and FFS programs contracted by DHS.</p> <p><u>P. The Offeror shall notify MQD regarding potential or actual conflicts of interests that may result from Medicaid ombudsman calls and have policies and procedures addressing and resolving those conflicts of interest, subject to MQD's approval.</u></p>