

# **Ombudsman Services for Med-QUEST Division (MQD) Beneficiaries and Providers**

## **Request For Information No. RFI-MQD-2021-005**

**Department of Human Services  
Med-QUEST Division  
June 8, 2020**

## **Reason for the RFI**

The State of Hawaii, 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 Proposals (RFP) to contract an Ombudsman service to assist Medicaid beneficiaries in navigating the Managed Care health plans' grievance and appeal process to resolve health care services issues on access, quality, or quantity limitations in the QUEST Integration (QI) program. The Ombudsman service will also be made available to managed care providers to address their concerns by educating the Provider on how to access the grievance and appeals process of the managed care system.

The information received through this RFI will assist DHS in preparing the RFP. The DHS will be seeking vendors with the ability to provide information and assistance to Medicaid beneficiaries regarding rights and obligations, and dispute resolution relating to health care services provided by the Managed Care health plans and assist with concerns of the Managed Care providers.

## **Background**

The Med-QUEST Division (MQD) is the unit within the Department of Human Services (DHS) that administers Hawaii's Medicaid program. Medicaid, a federal and state partnership program created by Congress in 1965, provides medical assistance benefits to qualified uninsured and underinsured beneficiaries.

MQD provides most of its healthcare services in a managed care environment. The majority of the MQD beneficiaries receive these services through the QUEST Integration (QI) program which was implemented in 2015, currently serves approximately 353,000 Medicaid beneficiaries.

QI eligible beneficiaries include individuals who are:

- Pregnant Women
- Children (under 19)
- Foster children (under 19)
- Parents and caretakers
- Adults (19 – 64)
- Aged (65 and older), Blind and Disabled

## **RFI Response**

Assuming that the DHS pursues a competitive Request for Proposals (RFP) to provide Ombudsman services for beneficiaries receiving health care services under the QI programs Statewide and Managed Care providers, please provide responses to the

following inquiries based on how your organization would propose to provide services.

1. What qualifications should an Ombudsman vendor have in order to provide Ombudsman services that assist the Medicaid beneficiaries when navigating health plans' grievance and appeal process in a Managed Care environment?
2. What qualifications should an Ombudsman vendor have in order to provide Ombudsman services to address concerns of the Managed Care providers?
3. What recommendations do you have regarding appropriate staffing of the program, needed infrastructure, or organization of an Ombudsman vendor to ensure the most efficient and appropriate use of resources?
4. Based on your organization's experiences of Medicaid, please provide the DHS with any suggestions or recommendations that may assist the DHS in developing a realistic and reasonable RFP.
5. What recommendations do you have regarding communicating the Ombudsman vendor's role to the health plans, beneficiaries and providers?
6. How should MQD monitor its Ombudsman vendor for job performance to assure quality of work?

## **RESPONSE SUBMISSION**

Responses to this RFI are due by 2:00 pm Hawaii Standard Time (HST) on June 15, 2020 via email to Renee Souza at [RSouza2@dhs.hawaii.gov](mailto:RSouza2@dhs.hawaii.gov), or by mail to be postmarked no later than June 15, 2020. Please include in your response your name and organization, if applicable.

Responses being mailed should indicate on the cover "Ombudsman Services for MQD Beneficiaries RFI Response/RFI-MQD-2021-005" and mail (1) original, one (1) copy to:

Renee Souza  
Department of Human Services/Med-QUEST Division  
1001 Kamokila Boulevard, Suite 317  
Kapolei, HI 96707

Responses via email should indicate in the subject line "Ombudsman Services for MQD Beneficiaries RFI Response/RFI-MQD-2021-005".

## **CONFIDENTIAL INFORMATION**

If respondents believe that portions of their RFI response should remain confidential, respondents shall clearly identify that portion of their response they wish to maintain as

confidential and include a statement detailing the reasons that the information should not be disclosed. (Blanket labeling of the entire document as “proprietary” or “confidential” will result in none of the document being considered proprietary or confidential.)

The detailed reasons shall include the specific harm or perceived prejudice that may arise. The DHS Director, the Med-QUEST Administrator and the Health Care Services Branch Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent if it is determined that any information which was requested to be confidential becomes part of public distribution/information; the respondent requesting confidentiality can choose whether or not to withdraw their submission.

### **COST OF RESPONSE**

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

### **USE OF INFORMATION**

The Department reserves the right to incorporate in a solicitation, if issued, for such a contract, any recommendations presented in responses to this RFI. Please note that participation in this RFI process is optional and is not required in order to respond to any subsequent procurement by the Department. Neither the Department nor the responding party has any obligation under this RFI.

If there are any questions or clarifications to this RFI, please contact Ms. Renee Souza at [rsouza2@dhs.hawaii.gov](mailto:rsouza2@dhs.hawaii.gov) or 808-692-7973