

## **REQUEST FOR INFORMATION**

### **DEPARTMENT OF HUMAN SERVICES MED-QUEST DIVISION**

**No. RFI-MQD-2025-002**

#### **To provide healthcare services for the State of Hawai`i Organ and Tissue Transplant Program (SHOTT)**

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 provide organs and tissue transplant healthcare services for the Hawai`i Medicaid SHOTT Program. The information received through this RFI will assist DHS in preparing the RFP.

The DHS may engage in informal discussions, but, neither the purchasing agency nor interested parties responding have any obligation under the RFI. Please note that participation is optional, and it is not required to respond to any subsequent DHS procurement.

Responses to this RFI are due by August 23, 2024, 2:00 p.m., Hawai`i Standard Time (HST). Please indicate "SHOTT RFI Response/RFI-MQD-2025-002" on the cover of the document or subject line on the email response. Responses should be e-mailed to [QUEST\\_Integration@dhs.hawaii.gov](mailto:QUEST_Integration@dhs.hawaii.gov).

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

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

The DHS reserves the right to incorporate or not incorporate any suggestions in the solicitation, if issued for a contract, any recommendations presented in responses to this RFI and development of a Request for Proposals.

Ryan I Yamane, Director  
Department of Human Services

**To provide healthcare services  
for the State of Hawai`i Organ  
and Tissue Transplant  
Program (SHOTT)**

**Request For Information  
No. RFI-MQD-2025-002**

**Department of Human Services  
Med-QUEST Division  
August 15, 2024**

## **INTRODUCTION**

### **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 provide organs and tissue transplant healthcare services for the Hawai'i Medicaid SHOTT Program.

The information received through this RFI will assist DHS in preparing the RFP. The DHS will be seeking a vendor with the ability to provide SHOTT program benefits to eligible Medicaid beneficiaries. The vendor will be responsible for managing the SHOTT Program, including all required transplant and health care coordination services.

### **Background**

The MQD is the unit within the DHS that administers Hawai'i's Medicaid program. Medicaid, a federal and state partnership program created by Congress in 1965, provides medical assistance benefits to qualified uninsured and underinsured through the QUEST Integration (QI) program.

Hawai'i Medicaid covers approximately 436,00 individuals (approximately 371,000 in non-aged, non-disabled population and approximately 65,000 in its aged, blind, and disabled population). In addition to asset and income limits, the basic eligibility requirements for Medicaid include being 1) a U.S. citizen or qualified alien; 2) a Hawai'i resident; and 3) not residing in a public institution such as prison or the State psychiatric hospital. The eligibility Medicaid population under the provision of the Affordable Care Act of 2010 have different income thresholds and are not subject to an asset limit.

Hawai'i Medicaid SHOTT Program benefits are for eligible Medicaid and Fee-For-Services beneficiaries.

### **RFI Response**

Please provide responses to the following inquiries based on how you or your organization would propose to provide SHOTT Program services to the Medicaid population. MQD encourages respondents to answer all questions but will consider responses that do not address all the questions.

1. What recommendations can you make to the DHS about how best to administer SHOTT healthcare services to our eligible Medicaid beneficiaries? Are there any special considerations that should be taken into account for improving SHOTT and included in this RFP?
2. What qualifications should the State require the SHOTT contractor to have in order to provide quality healthcare services for the SHOTT Program?
3. What recommendations do you have regarding appropriate staffing in the program, needed infrastructure, or organization?
4. Are there appropriate strategies that should be included to ensure the most efficient and appropriate use of resources?
5. Based on your organization's experience of Medicaid, please provide the DHS with any suggestions or recommendations that may assist in developing a realistic and reasonable RFP.
6. Are there new ideas or technologies that could improve services to SHOTT beneficiaries and if so, how would it be utilized?

## **RESPONSE SUBMISSION**

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

Responses to this RFI are due by August 23, 2024, 2:00 p.m., Hawai'i Standard Time (HST). Please indicate "SHOTT RFI Response/RFI-MQD-2025-002" on the cover of the document or subject line on the email response. Responses should be e-mailed to [QUEST\\_Integration@dhs.hawaii.gov](mailto:QUEST_Integration@dhs.hawaii.gov).

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

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c/o Eric Nouchi  
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## **CONFIDENTIAL INFORMATION**

If respondents believe that portion 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. 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 specific harm or prejudice that may arise. The DHS Director and the MQD Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent should any information which was requested to be confidential become part of public distribution/information.

### **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 submit to [QUEST\\_Integration@dhs.hawaii.gov](mailto:QUEST_Integration@dhs.hawaii.gov).