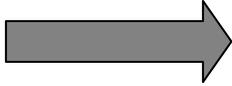


**OKLAHOMA HEALTH CARE AUTHORITY**  
**REQUEST FOR INFORMATION**  
**SUPPORT SERVICES FOR VERIFICATION OF MEDICAID ELIGIBILITY**

**RETURN ELECTRONICALLY SUBMITTED PROPOSALS TO:**



Gerald Elrod at  
[Gerald.Elrod@okhca.org](mailto:Gerald.Elrod@okhca.org)



**COVER SHEET**

**Issue Date:** July 11, 2018

**Closing Date and Time:**

August 17, 2018 at 3:00 CDT

**General Respondent Information:**

Respondent Name \_\_\_\_\_

Respondent Physical Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Respondent Contact Person/Title \_\_\_\_\_

Phone \_\_\_\_\_

E-mail Address \_\_\_\_\_ Website Address \_\_\_\_\_

# Oklahoma Health Care Authority

## REQUEST FOR INFORMATION Support Services for Verification of Medicaid Eligibility

### **SECTION 1: GENERAL INFORMATION**

#### 1.1 ANNOUNCEMENT

The Oklahoma Health Care Authority (hereinafter OHCA) is issuing this Request for Information (hereinafter RFI) to obtain information from prospective respondents regarding opportunities to support the OHCA in achieving the objectives of the “Act to Restore Hope, Opportunity and Prosperity for Everyone” or the “HOPE Act” (HB1270) through the provision of Medicaid eligibility verification services and/or data sources.

No contract will be awarded through the RFI process. However, RFI responses may be used to inform the development of a formal Request for Proposals (RFP). Potential RFP respondents are encouraged to respond to this RFI but are not required to do so as a condition of responding to an RFP, if one is issued.

#### 1.2 OBJECTIVES

The State’s major objectives for the HOPE Act include:

- Promote the accurate and efficient processing of Medicaid eligibility applications;
- Enhance existing data sources and methodologies for verification of Medicaid eligibility criteria to support Oklahoma’s Medicaid eligibility determination process;
- Contract with one or more independent vendors to support Oklahoma’s eligibility determination processes through the provision of data sources and/or data verification methods *in addition to those currently employed by the State*;
- Develop approaches, where feasible, to verify eligibility criteria at least quarterly;
- Ensure that savings resulting from enhanced eligibility verification processes exceed the implementation/operational costs of such enhancements;
- Explore opportunities for participating in multi-state collaborative opportunities to share eligibility-related data; and
- Require applicants to complete an identity authentication process.

The complete text of the HOPE Act (HB1270) can be found at [http://webserver1.lsb.state.ok.us/cf\\_pdf/2017-18%20ENR/hB/HB1270%20ENR.PDF](http://webserver1.lsb.state.ok.us/cf_pdf/2017-18%20ENR/hB/HB1270%20ENR.PDF)

1.3 SINGLE POINT OF CONTACT

The sole point of contact for this RFI is presented below. All inquiries must be directed to this individual. Organizations currently doing business with the OHCA are not precluded from communicating with other OHCA representatives in the normal course of doing business.

Single Point of Contact:

Gerald Elrod  
Oklahoma Health Care Authority  
4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105  
E-mail: Gerald.Elrod@okhca.org

1.4 RFI SCHEDULE *(All dates are estimates and subject to change)*

<b>Event</b>	<b>Date and Time</b>
RFI Release	July 11, 2018
Respondent Questions Due	July 20, 2018 at 3:00pm CDT
OHCA Responses to Questions	July 31, 2018
RFI Responses Due	August 17, 2018 at 3:00pm CDT

1.5 Responses submitted in accordance with this RFI must be received by OHCA no later than **3:00PM Central Daylight Savings Time (CDT) on August 17, 2018**. Responses should be emailed to the Point of Contact in Section 1.3. Responses received after the closing date and time will not be accepted.

1.6 After reviewing submissions, OHCA may invite some or all respondents to participate in follow-up discussions and/or demonstrations, as further described in Section 5. Demonstrations potentially may include analysis and validation of Oklahoma Medicaid eligibility data.

**SECTION 2: BACKGROUND**

2.1 OKLAHOMA HEALTH CARE AUTHORITY (OHCA):

The OHCA is the Single State Agency that administers the Oklahoma Medicaid program, known as SoonerCare. Medicaid is a federal and state entitlement program that provides funding for medical benefits to low-income individuals who have inadequate or no health insurance coverage. Medicaid guarantees coverage for basic health and long-term care services based upon financial, categorical, and/or resource eligibility. Created as Title XIX of the Social Security Act in 1965, Medicaid is administered at the federal level by the Centers for Medicare and Medicaid Services (hereinafter CMS) within the Department of Health and Human Services (HHS). CMS establishes and monitors certain requirements concerning funding, eligibility standards and quality and scope of medical services. States have the flexibility to determine some aspects of their own programs, such as setting provider reimbursement rates and the broadening of the eligibility requirements and benefits offered within certain federal parameters.

2.2 OVERVIEW OF OKLAHOMA MEDICAID ELIGIBILITY:

As of May 2018, approximately 800,000 individuals are enrolled in Oklahoma's Medicaid program. Additional information about the size and characteristics of the SoonerCare population at <http://okhca.org/> under 'Research.'

2.3 HOPE ACT REQUIREMENTS

The HOPE Act includes the following requirements regarding the verification of Medicaid eligibility:

A. Prior to awarding assistance under Medicaid, the Oklahoma Health Care Authority shall verify eligibility information of each applicant, excluding those applicants who would be eligible under the Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) and excluding those applicants with intellectual disabilities receiving Home and Community Based Medicaid waiver and state-funded services. The information verified by the Authority shall include, but is not limited to:

1. Earned and unearned income;
2. Employment status and changes in employment;
3. Immigration status;
4. Residency status, including a nationwide best-address source to verify individuals are residents of the state;
5. Enrollment status in other state-administered public assistance programs;
6. Financial resources;
7. Incarceration status;
8. Death records;
9. Enrollment status in public assistance programs outside of this state; and
10. Potential identity fraud or identity theft.

B. On a quarterly basis, the OHCA shall receive and review information concerning individuals enrolled in Medicaid that indicates a change in circumstances that may affect eligibility, excluding those individuals who would be eligible under the Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) and excluding those individuals with intellectual disabilities receiving Home and Community Based Medicaid waiver and state-funded services. The information provided to the Authority shall include, but is not limited to:

1. Earned and unearned income;
2. Employment status and changes in employment;
3. Residency status;
4. Enrollment status in other state-administered public assistance programs;
5. Financial resources;
6. Incarceration status;
7. Death records;

8. Lottery winnings; and
9. Enrollment status in public assistance programs outside of Oklahoma.

C. Pursuant to the HOPE Act, the OHCA may receive and review additional, eligibility-related information not specified in Sections A and B, above.

## 2.4 CURRENT ELIGIBILITY PROCESSES

Oklahoma Medicaid eligibility processes are shared across the Oklahoma Department of Human Services (DHS) and the OHCA. Additional information regarding Medicaid eligibility criteria and application processes (including Insure Oklahoma) can be accessed via the following links:

DHS: <http://www.okdhs.org/services/health/Pages/soonercare.aspx>

OHCA: [http://www.okhca.org/individuals.aspx?id=52&menu=114&parts=11601\\_7453](http://www.okhca.org/individuals.aspx?id=52&menu=114&parts=11601_7453)  
<http://www.insureoklahoma.org/>

The OHCA currently collects, reviews and validates eligibility information from a variety of sources, both prior to making eligibility determinations and on an ongoing, routine basis. Specifically:

- Individuals can apply directly for benefits through the “Home View” version of the OHCA’s online enrollment system at:  
<http://www.okhca.org/individuals.aspx?id=11698&menu=40&parts=7453>.
- Individuals can apply at Agency Partner locations, where Partners assist by entering demographic data on the individual’s behalf using the “Agency View” version of the online enrollment system.
- Individuals found to be potentially eligible for Medicaid by the Federally-Facilitated Marketplace will have their application transmitted to OHCA via the Hub.

Upon application entry, the OHCA’s system:

- Performs real-time SSN and citizenship verification;
- Performs Alien status verification via SAVE (Systematic Alien Verification Entitlement program system record); and
- Performs address validation.

Applicant data is submitted to a business rules engine which contains the rules detailing the business policies and procedures for determining member eligibility. For applications entered using Home or Agency View, eligibility and enrollment is determined real-time and communicated to the applicant on the “Results” screen and through Case Status letters. Applications received from the Federally-Facilitated Marketplace are submitted to the business rules engine and a case status letter is sent to the member detailing the same information as is provided during an online submission. Applicants may choose to be notified via postal mail or email.

For each program a member is determined eligible they are given the enrollment effective

date; any documentation they must supply in support of the data entered and the due date for receipt of the documentation; their member ID; and if they selected a Patient Centered Medical Home, the provider’s name and phone number. For each program a member is determined to be ineligible they are given an explanation of why they are ineligible.

After initial eligibility determination, additional data is received from internal and external sources, such as BENDEX, SDX, OESC, SOLQI and Claims, which may result in a redetermination of eligibility. As the information is received from the sources, the application for benefits is reprocessed through the Business Rules Engine and eligibility is re-determined. If the redetermination results in a change of eligibility, the results of the new determination are provided to the member via letter.

Table 2.4 below provides a summary of the HOPE Act’s verification requirements and current OCHA processes.

**Table 2.4 Summary of HOPE Act Requirements and Current OHCA Processes**

HOPE Act Requirements			Current OHCA Processes			Notes
Verification Activity	Prior to Awarding Assistance	Quarterly	Eligibility Factor	Electronic Data Source	Frequency of Verification	
Earned and unearned income	x	x	Income	Oklahoma Employment Security Commission (OESC) Wage Data	The first full quarter after application date and again in the eleventh month of certification	OESC does not collect income data for individuals who work out-of-state, federal employees and self-employed individuals
				OESC - Unemployment Insurance Benefits (UIB)	Run weekly and will update the application with any changes	
				Social Security Administration (SSA)		
			Beneficiary Data Exchange (BENDEX)/State Data Exchange (SDX)			
			Insure Oklahoma Income	Member-provided	At time of application and re-application	When an Insure Oklahoma member is tentatively approved for benefits the member is required to send in proof of income

HOPE Act Requirements			Current OHCA Processes			Notes
Verification Activity	Prior to Awarding Assistance	Quarterly	Eligibility Factor	Electronic Data Source	Frequency of Verification	
Employment status and changes in employment	x	X	Unemployment	OESC-UIB	Run weekly and will update the application with any changes	
			Employer Name	OESC Employer Database	Every time an employer is added or updated.	
				Oklahoma Premium Assistance Database	At time of application	Used to match an employee to an Employer Sponsored Insurance (ESI) employer for the Insure Oklahoma ESI program
Immigration status	x		U.S. Citizenship	State On-Line Query-Internet (SOLQ-I)	At time of application	Once citizenship is verified, information is saved to a lifetime table
				Department of Health	At time of application	
				Department of Homeland Security-Systematic Alien Verification for Entitlement (SAVE)	At time of application	Uses Alien Registration number to confirm US Date of Entry and legal status with Department of Homeland Security
Residency status	x*	X	Residency	Public Assistance Recipient Information System (PARIS)	Four times per year for all enrolled members	
Enrollment status in other state-administered public assistance programs	x	X	Medicaid ID	IBM Member Initiate	At time of application and re-application	Match members with existing IDs to prevent duplication
Financial resources	x	X				Not required for OHCA-processed eligibility groups but collected for certain Medicaid groups processed by DHS
Incarceration status	x	X	Juveniles in Custody	Office of Juvenile Affairs	File created monthly	

HOPE Act Requirements			Current OHCA Processes			Notes
Verification Activity	Prior to Awarding Assistance	Quarterly	Eligibility Factor	Electronic Data Source	Frequency of Verification	
Death records	x	x	Indication of Death	SSA	Nightly	
Lottery winnings		x				Lottery winnings counted as income in month(s) funds are received
Enrollment status in public assistance programs outside of Oklahoma	x	x	Residency/ Enrollment in other states' programs	Public Assistance Recipient Information System (PARIS)	Four times per year for all enrolled members	
			Address	Address Doctor	At time of application and when address is updated	
Potential identity fraud or identity theft	x		Name	SOLQ-I	At time of application and re-application	OHCA engaged in project with Department of Public Safety (DPS) to collect Driver's License Information
			Date of Birth	SOLQ-I	At time of application and re-application	
			Social Security Number	SOLQ-I	At time of application and re-application	
			Gender	SOLQ-I	At time of application and re-application	
			Address	Address Doctor	At time of application and when address is updated	

\*Act requires "...verification of residency status, including a nationwide best-address source to verify individuals are residents of the state" prior to awarding assistance under Medicaid

## **SECTION 3: RESPONDING TO THE RFI**

### 3.1 OVERVIEW

The OHCA is considering contracting with one or more vendor(s) to support Medicaid eligibility verification processes, through the provision of verification services or data sources, *in addition to the processes OHCA currently performs and the data sources the OHCA currently accesses.*

RFI responses will be used to determine the market feasibility of a variety of approaches and may result in the OHCA's issuance of a formal Request for Proposals (RFP).

### 3.2 SCOPE OF SERVICES

#### A. Corporate Background/Experience

1. Business Name (Include legal name and d/b/a, both for parent company and responding subsidiary, as applicable)
2. Number of Full-Time Employees (parent and subsidiary, as applicable)
3. Summary of Experience – Medicaid Eligibility Data Verification Services/Databases
4. Client Summary
  - a. Client Name
  - b. Client Contact Information (phone/email)
  - c. Start/End Date of Contract
  - d. Description of Services Offered
  - e. Payment structure (performance-based, cost-plus, fixed per applicant etc.)

#### B. Approaches and Methods

1. Provide a summary of the types of eligibility verification services and/or databases that would be made available to support the OHCA's objectives as described in this RFI. If respondent is prepared to offer multiple approaches, please clearly delineate each approach.
2. Specifically identify the types of information that would be verified and the data sources that would be accessed/provided, in addition to those data sources already being used by the OHCA.
3. Describe the frequency for conducting each data verification process and/or the frequency for the provision of updated data verification data.
4. Describe any other services or products your organization offers that potentially advance the objectives of the HOPE Act.

C. Implementation/Operational Considerations

1. Provide information regarding the types of data and other supports that would be required from the OHCA during implementation and on an ongoing basis. If respondent is presenting multiple approaches, please clearly delineate data/supports related to each approach.
2. Provide a preliminary listing of key implementation tasks and timelines. If respondent is presenting multiple approaches, please clearly delineate tasks/timelines for each approach.

D. Performance Outcomes

Describe any outcomes resulting from similar projects, including:

1. The number and percentage of eligibility cases for which the respondent identified discrepancies;
2. The number and percentage of eligibility cases identified for follow-up review;
3. The number and percentage of cases/individuals ultimately found ineligible as a result of the data verification services provided;
4. Estimated program savings resulting from the data verification services provided, including methodology used to calculate estimate;
5. Estimated “Return on Investment” for the services provided (i.e., savings as a percentage of vendor compensation and state administrative costs); and
6. Other data and information that demonstrates the efficacy of the services provided.

E. Performance-Based Purchasing Opportunities

Describe how the respondent would propose to be compensated under a performance-based method that links payments to demonstrated savings.

## **SECTION 4: RESPONSES**

### 4.1 RESPONSE FORMAT

- A. *Respondents are asked to organize RFI responses in accordance with the format provided in Section 3.2, above.*
- B. Respondents are encouraged to provide all requested information to ensure that their response is most useful to the OHCA.
- C. Please include the completed Cover Sheet with your RFI response.
- D. The entire Scope of Services response (as listed in Section 3.2) is limited to 50 pages. Responses must be written in 11-point font or greater, excluding exhibits, which must be in 8-point font or greater. Responses must use 1.15 line spacing or greater. Submit responses in Word or searchable PDF format.

### 4.2 RFI COMMUNICATIONS

Questions and Answers, other updates and information will be posted at <http://www.okhca.org/about.aspx?id=3243>. Respondents are responsible for regularly checking the site for updates.

#### 4.3 COST OF PREPARING RESPONSES

- A. All costs incurred for response preparation and participation in this informative process, including participation in any demonstration of respondent capabilities, will be the sole responsibility of the respondent. The State will not reimburse for any such costs.
- B. The State reserves the right to withdraw the RFI at any time during this process. Issuance of this RFI in no way obligates the State to award or issue a contract or to pay any costs incurred by any respondent as a result of such a withdrawal.

#### 4.4 RETENTION OF RESPONSES

- A. Unless otherwise specified in the Oklahoma Open Records Act (51 O.S. §24A), Central Purchasing Act, or other applicable law, documents and information a respondent submits are public records and subject to disclosure.
- B. If the OHCA proceeds with a competitive bid and contract award following this RFI, RFI responses are NOT available to the public or other vendors until the contract is awarded pursuant to Oklahoma Administrative Code.
- C. Respondents claiming any portion of their response as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and submit an additional copy of the response with this information redacted. The OHCA shall make the final decision as to whether the documentation or information is confidential. Responses marked as “Confidential” in their entirety will be not accepted.
- D. If the respondent provides a redacted copy of its response and OHCA appropriately supplies the redacted bid to another party under the Oklahoma Open Records Act or other statutory or regulatory requirements, the respondent agrees to indemnify the OHCA.

#### 4.5 ACCEPTANCE OF RESPONSES

- A. The OHCA will accept all responses submitted according to the requirements and deadlines specified in this RFI. Responses must be complete when submitted and should clearly describe the respondents’ ability to meet the requirements of the RFI and the needs of the State.
- B. The OHCA may ask any respondent for written clarification of its response.

### **SECTION 5: PRESENTATIONS/DISCUSSIONS**

- A. Based on RFI responses, the OHCA may invite one or more respondents to make oral presentations about their programs, capabilities, and approaches to OHCA staff. The OHCA also may request telephone interviews with key personnel at the respondent’s organization in addition to or in lieu of a presentation.
- B. Only respondents who submit complete responses by 3:00PM Central Daylight Savings Time (CDT) on August 17, 2018 will be considered for presentations. The OHCA appreciates all responses and may review incomplete responses or those received after the deadline at its discretion.