



NEW MEXICO HEALTH INSURANCE EXCHANGE (NMHIX)

REQUEST FOR PROPOSAL

FOR AN

Individual Marketplace and Customer Engagement Center

RFP No. 2019/001

Amendment 2 Issued:

March 19, 2019

The following are amendments to the Individual Marketplace and Customer Engagement Center RFP. Additional language is marked in **RED** and deleted language is marked with strikethrough text. Attachment A-3-1 is amended as follows:

ATTACHMENT A-3-1: ELIGIBILITY AND ENROLLMENT

Eligibility and Enrollment (E&E) processing is a core function of the Individual Marketplace. A major component of transition from the FFM to becoming an SBM is having technology supporting the E&E functions. The Offeror must provide a solution that has an E&E component with functionality that is able to perform, at a minimum, the following:

- Pre-Screening and Anonymous Shopping
- Account Creation
- Application Completion
- Electronic Verifications
- Medicaid Assessments and Account Transfers to and from the Human Services Department (HSD)
- Eligibility Determinations for Advanced Premium Tax Credit (APTC) and Cost Sharing Reduction (CSR) Subsidies
- Shopping, with or without subsidies, and Plan Selection, including plan comparison and decision support tools
- Enrollment and integration with premium billing functions
- Account Updates
- Annual Renewals

A workflow demonstrating an eligibility and enrollment (E&E) model is found embedded in the document:

[see original RFP for embedded document]

This simplified E&E model is intended to provide a high-level view of the workflow, not capture all anticipated processes. Offerors must consider the following elements of the beWellnm vision, the state's infrastructure and external constraints when submitting their proposal.

The Offeror's system will need to interact and integrate with New Mexico's public assistance eligibility system (known as ASPEN) operated by HSD. BeWellnm seeks a solution that has minimal impact on the ASPEN system and operations of HSD. At a minimum, an Offeror's solution must be able to send outbound account transfers to and receive inbound account transfers from the ASPEN system using the same business rules, data formats, and transfer protocols as its current integration with the FFM. Offerors may propose alternate solutions that improve account transfer processes, with the goal of maintaining applicant account information, including application information and associated documents, into each system.

HSD intends to establish real-time eligibility functions in their eligibility system for Medicaid. Offerors should propose solutions that leverage such real time functionality to receive a determination of Medicaid eligibility (in place of an assessment of eligibility).

BeWellnm is dedicated to ensuring a seamless customer experience, and Offerors must describe in detail how the solution supports a "no wrong door" approach, including the use of the single streamlined

application entered either through the ASPEN system or the proposed beWellnm portal. BeWellnm is interested in solutions that support households with members in a QHP and other public programs, such as Medicaid, CHIP, and Medicare.

BeWellnm will use verification services from the Federal Data Services Hub (FDSH) to validate consumer entered information, in accordance with federal requirements. The proposed system must be able to, at a minimum, generate and process the following types of verification services from the FDSH:

- SSA Composite
- Verify Lawful Presence
- Verify Federal Tax Income and current income

The state's connection to the FDSH is owned and maintained by HSD, and today is used only for account transfers with the FFM. The proposed solution must include vendor recommendations and requirements for configuration of the interface with FDSH, through HSD's connection. Offerors must also propose alternate suggestions for beWellnm's management of its connection to the FDSH, including: (1) a separate, direct connection to the FDSH (if federally allowed) and (2) transfer and maintenance of the FDSH connection to beWellnm from HSD. Proposals must discuss the impact to the project timeline for each solution.

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The offeror's technical proposal, based on the offeror's experience, must proactively identify any missing requirements or constraints, or any requirements or constraints in need of modification or clarification. The offeror must also proactively identify areas of risk and offer solutions for mitigation.