



**Maryland Health Benefit Exchange
Request for Information**

SOLICITATION NO. MDM0031016106

**Software Solution for a Policy, Procedure,
Contract and Compliance Management
System**

Issue Date: August 4, 2014

MARYLAND HEALTH BENEFIT EXCHANGE

KEY INFORMATION SUMMARY SHEET

Request For Information

Software Solution for a Policy, Procedure, Contract and Compliance Management System

Request For Information: Software Solution for a Policy, Procedure, Contract and Compliance Management

Issue Date: August 4, 2014

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Proposals are to be sent to: Maryland Health Benefit Exchange
Via email: hix.procurement@maryland.gov
A confirmation email will be sent within 24 business hours of receipt.

Closing Date and Time: 2:00 PM Local Time on August 15, 2014

**MARYLAND HEALTH BENEFIT EXCHANGE
REQUEST FOR INFORMATION
COMPLIANCE SOFTWARE**

Purpose

The Maryland Health Benefit Exchange (Exchange) is distributing this Request for Information (RFI) to obtain input into the components of an integrated compliance software solution (the Solution). The information collected through this RFI will be used to inform the discussions of operability for the Solution with the Exchange's Corporate Compliance Committee. Responses to this RFI will not result in a contract with the Exchange for Compliance software solutions.

The Exchange seeks input from a wide range of stakeholders. However, we particularly encourage vendors that have integrated policy and procedure, contract management and compliance software solutions to apply.

Background

Established under the Affordable Care Act, the Maryland Health Benefit Exchange (MHBE) provides Maryland residents and small businesses the forum from which to explore health insurance plans, compare rates, and determine their eligibility for tax credits, cost sharing reductions (CSR) and public assistance programs such as Medicaid and the Maryland Children's Health Insurance Program (MCHP). The Exchange is funded by Federal grants and State dollars and contracts with vendors that provide a diverse range of goods and services - from IT applications to health plans to consolidated call centers to individuals who provide direct assistance to Maryland citizens. As such, the Exchange is required to ensure individual, vendor and sub-grantee compliance with a myriad of State and Federal regulations by developing and monitoring their compliance with policies, procedures and contracts that reflect said laws and regulations.

To these ends, the Exchange seeks information about software Solutions that integrate Policies and Procedures, Contracts and Compliance management systems, tracking mechanisms and repositories.

Timeline and Submission Details

RFI Issued: August 4, 2014
Responses Due: 2:00 PM ET, August 15, 2014

Responses must be received by **2:00 PM Eastern Time on Friday, August 15, 2014**. All responses must be submitted electronically (via email) to the Exchange at hix.procurement@maryland.gov.

Respondents are not required to respond to every question. We ask that you clearly identify the question(s) to which you are providing input.

Please note that submissions will not be publically posted on the Exchange website. Responses will be summarized for the purpose of Corporate Compliance and Ethics Committee meetings, but personally identifiable information will be redacted.

All comments should include the name, title, organization (if applicable) and contact phone or email of the individual(s) responding to this RFI. No specific format is required by the Exchange.

Information Requested

Note: Relevant sections of the MD HBE Act of 2012 are included for reference. This text is not comprehensive of the entire Act or subsections therein. More complete definitions of Navigator Entities, Individual Navigators, Assistors and other terms are included in Appendix A.

1.) How would a potential Solution support efficient and effective Policy and Procedure functions? For example:

- Support current and new federal and State of Maryland regulation compliance.
- Coordinate the activities associated with policy and procedure development, revision, and approval processes.
- Allow access to policies and procedures to all employees while limiting edit access to only those responsible for specific policies and procedures.
- Archive old policies and procedures in such a way as to support legal inquiries into policies and procedures in effect during a certain time frame.

2.) How would a potential Solution support efficient and effective Contract Management and monitoring functions? For example:

- Coordinate the activities associated with contract development, revision, and approval processes.
- Allow access to contracts to some employees while limiting edit access to only those responsible for specific contracting activities.
- Create a monitoring mechanism that incorporates specific contractual obligations with State and Federal monitoring requirements.
- Present specific information in a report or dashboard format.
- Archive old contracts in such a way as to support legal inquiries into contracts in effect during a certain time frame.

3.) How would a potential Solution support efficient and effective corporate compliance program activities? For example:

- Coordinate the monitoring and reporting processes required to reduce fraud, waste and abuse and comply with Affordable Care Act or other requirements.
- Present specific information in a report or dashboard format.
- Prompt timely creation and submission of reports.
- Prompt timely employee review of and attestation to understanding and following policies and procedures, such as Conflict of Interest or Code of Conduct.
- Build a database and repository of individual, vendor and/or sub-grantee trainings, attestations and required documentation.

4.) Describe how a Solution can reduce costs associated with the maintenance of efficient and effective policy and procedure, contract and compliance processes.

5.) Provide other information that would assist in the development of a Request for Proposals for an integrated software solution that supports efficient and effective policy and procedure, contract and compliance processes.