



Questions and Answers No. 1
Request for Proposal MDM0031025140
SHOP Administrative Services
May 3, 2016

Ladies/Gentlemen: This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. Nothing in MHBE's response to these questions is to be construed as agreement to or acceptance by the MHBE of any statement or interpretation on the part of the offeror.

1. Question: 3.2.1.1 b2: Is this describing a blend of ER and EE choice models?

Response: Section 3.2.1.1 b2 allows for the opportunity in the future to provide one or more metal tier selection options under the employee choice model.

2. Question: 3.2.1.1 c3: Is the intention for SHOP Administrators to audit the accuracy of carrier SBC documents? What specific sections of the SBC are required in the audit (e.g. example of utilization)?

Response: SBC documents received from the carrier do not require audit by the SHOP Administrator.

3. Question: 3.2.1.1 d: What is the relevance a federally recognized tribes on SHOP rating? Please provide the rating algorithms for the SHOP composite rates.

Response: Reference to federally recognized tribes will be removed as it does not have relevance to SHOP rating.

4. Question: 3.2.1.1 e: Please explain the practical application of using the employee's geographic area when selecting QHPs offered by the employer.

Response: This section has been amended by Amendment 4 so that it no longer refers to an "employee's geographic area".

5. Question: 3.2.1.1 g: Is the ability to "cancel or renew services and send applicable notices to employers and employees" required to be a self-service feature?

Response: Employers should be able to initiate a policy cancellation as a self-service feature. Renewal services and the sending of notices are a SHOP Administrator function and do not need to be provided as a self-service feature for the employer.

6. Question: 3.2.1.1 h: What notices would an employee send to "an employee" through the self-service portal?



Response: Refer to question 5, this is not applicable.

7. **Question:** 3.2.1.1 i: Please specify who qualifies as an “authorized third party”

Response: Please refer to the definitions section of this RFP.

8. **Question:** 3.2.1.1 l & m: Is the intention for the online portal to send these notices, or to simply provide access to the information required to send the notice electronically?

Response: To provide access to the information required to send the notice electronically.

9. **Question:** 3.2.1.1 n6: What is the purpose of providing this link to SHOP employers and employees?

Response: This requirement has been removed, see Amendment 4.

10. **Question:** 3.2.1.1 s: Please explain how this is to be used and validated by the SHOP.

Response: This requirement has been removed, see Amendment 4.

11. **Question:** 3.2.1.1 u: The carrier typically provides this notice. Is this now a requirement of the SHOP Administrator?

Response: Yes, this became a requirement for SHOP Administrators on January 1, 2016.

12. **Question:** 3.2.1.1 v: Please elaborate to specify the communications being requested.

Response: The intent here is to allow employers and employees the option to receive notices electronically. For example, the eligibility and renewal notices.

13. **Question:** 3.2.1.1 z: Please specify which features and functions have to be labeled as Maryland Health Connection (e.g. quoting, SHOP information, enrollment, etc.)

Response: All outward facing screens that an employer or consumer would access.

14. **Question:** 3.2.1.2 a: Please clarify. Is the intention to transmit enrollment as the carrier is able to receive it, which may not be nightly?

Response: The SHOP administrator should have the ability to generate nightly batch transmissions. Carriers may have limitations on accepting nightly batches and the MHBE will address this with SHOP authorized carriers as needed.

15. **Question:** 3.2.1.2 b: Is this intention to base this on carrier guidelines? Some carriers do not require or send 999 acknowledgments.



Response: Yes, it is the intention of the MHBE to base this requirement on carrier guidelines, so long as those guidelines comply with the requirements in the Non-Exchange Entity Agreement.

16. Question: 3.2.1.2 c: Please clarify. Is the SHOP requesting daily payments to the carriers?

Response: No. This requirement refers to the transmission of group setup or enrollment information to the carrier once binder or premium payment is received.

17. Question: 3.2.1.2 i: What notices are required to be sent to the carrier?

Response: Please refer to the section 3.2.1.4 for a list of notices.

18. Question: 3.2.1.3 b: What are the State of Maryland Normal Business Hours?

Response: Please refer to the definitions section of this RFP.

19. Question: 3.2.1.4 l: Please provide more information. Is this in the reference manual?

Response: Yes. Examples of notice templates are provided in the reference manual.

20. Question: 3.2.1.8 c: Please confirm that Employee Contributions are not required to be on the billing statement as long as they are accessible through the online portal.

Response: Per 45 C.F.R. 155.705(b)(4)(i)(A) employer and employee contributions are required to be on the billing statement.

21. Question: Attachment D: Financial Proposal -- Please confirm whether SHOP Administrator compensation is limited to the monthly unit cost (per enrolled employee per month).

Response: Confirmed. SHOP Administrator compensation will be limited to a monthly unit cost unless a bonus is achieved.

22. Question: 1.36: The Non-Visual Access requirement was excluded from the prior SHOP RFP. Please confirm whether this requirement is intended as part of this RFP.

Response: Non-Visual Access is required.

23. Question: 3.7.1: Please confirm whether this requirement (Criminal background check required for new employees) is intended as part of this RFP.

Response: A criminal background check is required, as contractors will have access to PII. Note that the RFP requirement extends beyond new employees, as the "[t]he Contractor may not assign an employee with a criminal record to work under this Contract unless prior written approval is obtained from the Contract Monitor."



24. Question: 3.9: Is MHBE asking that every monthly invoice include copies of all SHOP group billing statements from the prior month?

Response: This requirement is to provide supporting documentation of the number of enrolled employees. The MHBE is open to other suggestions to fulfill this requirement.

25. Question: 3.10: Can this requirement be changed to a SOC 1 Type 2 audit, which should adequately address the quality and effectiveness of business processes and practices.

Response: No, a SOC 2 Type 2 audit is required.

26. Question: (Reference: 1.32 Federal Funding Acknowledgement - page 17 and 18. Non-availability of Funding - page 59) Can the MHBE provide information on the level of funding for this procurement in covering all SHOP Administrative Services?

Response: MHBE chooses not to include in the RFP the total amount it estimates will be spent across all contract(s).

Date Issued: May 3, 2016
Michelle Compton
Procurement Officer