# **RFP 23-75072 Indiana Pathways for Aging Member Support Services**

# **Agenda**

# **Vendor: Maximum**

# **Purpose of RFP**

The purpose of this solicitation is to select a respondent that can satisfy the State’s need for federally-required beneficiary support services, as described in 42 CFR § 438.71, for members in FSSA's Medicaid managed long-term services and supports (MLTSS) program called the Indiana Pathways for Aging program. It is the intent of FSSA to contract with a respondent that provides quality Member Support Services (MSS), which are ombudsman-like services such as education for members about managed care plans and assistance with members’ MCE inquiries, grievances, and appeals for Pathways for Aging program members.

# **Meeting Format**

Selected vendors will be requested to participate in virtual oral presentations through the IDOA WebEx application. The Respondent company is invited to conduct a presentation of its proposed technical approaches to meet the needs identified in the RFP. Presentations will be attended by approximately 12 representatives from the State. **Please be advised that in an effort to maintain the confidentiality associated with the State’s RFP evaluation process, attendees will not be introduced before, during, or after presentations**. Please join the Webex meeting at July 21st at 11:00 AM EST: [Link](https://indiana.webex.com/indiana/j.php?MTID=m95c26a503c9b0d0fa802a382b4b68733)

The Respondent is requested to have in attendance its key staff members who can best speak to the company’s proposed solutions. The individuals representing the Respondent teams should be conversant in the solution proposed, the deployment methodologies, and deliverables as outlined in the RFP responses. Respondents are highly encouraged to bring individuals who will participate on the project team. A complete list of attendees must be submitted via email to Teresa Deaton Reese by **3:00 PM ET on July 12, 2023**. The list should include the First/Last Name, Email Address, Position, and company (if attending as a representative of a subcontractor). Presentation materials must be submitted to the State, electronically, in advance of the scheduled presentation. Paper copies of the presentation are not allowed.

Respondents will be requested to address topics and answer questions based on the agenda detailed below.

| **TOPIC** | **TIME** | **DETAILS** |
| --- | --- | --- |
| Welcome and Introductions | 5 Minutes | Introduction and meeting guidelines (provided by IDOA). |
| Approach to Member Interactions | 20 Minutes | The Respondent will describe their approach to supporting member interactions and addressing the following anticipated member issues/contact reasons:   1. Referral to community resources or other entities in the LTSS system (e.g., MCEs, Enrollment Broker, and Level of Care and Intake vendor) 2. Request for general education about Pathways’ member rights and covered services 3. Support understanding “just cause” disenrollment and contacting the Enrollment Broker for Pathways plan changes 4. Support resolving an issue with the member’s assigned care or service coordinator 5. Support understanding and navigating the grievance and appeals process   Please include, at a minimum, the following elements in your approach description:   * How the approach to handling member issues will incorporate person-centered practices * How the Respondent’s approach accounts for the specific needs and characteristics of the Pathways population, including older adults and individuals with disabilities * How the Respondent’s approach will be tailored to the needs of dual eligible individuals and account for any aligned processes or procedures between a dual eligible member’s Pathways and Medicare coverage (e.g., unified Grievance & Appeals process) * General estimates of the average call length and resolution timeframes for each of the common member interaction reasons listed above |
| Staffing | 10 Minutes | The Respondent will address how it intends to meet the needs of the State through staffing, including the following related questions:   * How has the Respondent decided on the staff levels and roles proposed in their RFP response? * Please provide a breakdown of FTE by role. * Please provide a description of how the Respondent’s staffing plan will accommodate fluctuations, including unexpected increases, in call volume.   The State has provided volume assumptions (see RFP 23-75072, Attachment N – Bidders’ Library) to support RFP Respondents’ proposal development, including proposed staffing plans. Please note the volume assumptions are for proposal development only and are not to be construed as an amount to be offered under this solicitation. |
| Overview of Clarification Responses | 15 minutes | The Respondent will give an overview of its written responses to the clarification questions that IDOA provided to the Respondent on July 5th, 2023. |
| Question and Answer | 10 Minutes | Opportunity for the State review team to ask questions based on presentation. |
| ***Total Time*** | ***60 minutes (1 hour)*** |  |

# **Next Steps**

At the completion of oral presentations, the State Member Support Services RFP review team will further evaluate each Respondent. Contents of the original RFP response and information presented during the oral presentation will be considered. In addition, the State may extend the opportunity for the Respondent to respond to additional clarification requests. Additional details related to next steps will be provided as they become available.

# **Additional Questions**

Please contact Teresa Deaton Reese, IDOA Procurement Consultant, for any questions related to the solicitation or oral presentations via email at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov).