**RFP 23-75072 – Member Support Services** 

**Attachment L: Use Case Scenarios Template**

**Respondent:**

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**Instructions:**

Request for Proposal (RFP) is a solicitation by the State of Indiana in which organizations are invited to compete for a contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.

Please review the requirements in the RFP attachments carefully. Responses must focus on how those in need of the Indiana’s Enrollment Services Program will be served and assisted. For each Use Case Scenario, the Respondent must provide a detailed step-by-step narrative of how the Respondent would handle the Use Case Scenario, including any anticipated follow-up needed.

Respondents must organize their response in the exact order of questions provided in this document followed by their answers. While text boxes have been provided below, the Respondent may respond in the format of their choosing provided their response maintains the order proposed in this template. Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. Attachments and exhibits may be provided in a separate file; however, the Respondents’ response to the Use Case Scenarios must contain an adequate description of the contents. In other words, the Use Case Scenario response should stand on its own and must contain enough information to understand separate exhibits and attachments. **A response to each Use Case Scenario is a requirement for proposal submission. Failure to submit this form would impact your proposal’s responsiveness.**

If submitted in PDF format, the files should not be locked.

| **Scenario #** | **Scenario** |
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| *Scenario #1* | On August 17, 2024 (weekend), a member sends an email to Member Support Services. The email states that the member is unhappy with the quality of care they received from their service coordinator under their Pathways for Aging managed care entity (MCE). The member states they are deaf, and they are concerned the service coordinator did not respect them or provide them with quality care.  Provide a detailed, step-by-step narrative of how the Member Support Services Program would respond to this scenario, detailing at a minimum:   1. How the Member Support Services Contractor will follow up with this member and in what timeframe; 2. How the Contractor will engage interpretive or assistive communication as preferred by the member; 3. How the Contractor or their representative will work with the member to develop a plan of action for resolution of the Issue that facilitates communication between the member and their MCE; 4. How the Contractor or their representative may educate or inform the member about the Grievance process; 5. How the Contractor or their representative may assist the member in navigating and/or filing a Grievance; 6. How the Contractor may ensure continued support for this member should they wish to file a Grievance (assume the member determines they will file a Grievance); 7. Timeline for every action taken; 8. Any resource referral supports offered, to include date of referral and manner of referral. |
| *Scenario #2* | On October 17, 2024 (weekday), a member enrolled in both an MLTSS plan and Medicare plan calls the Contractor during normal business hours because they were denied a HCBS waiver service they believe they need to reside safely at home. The member speaks limited English and requests a Spanish-speaking interpreter.  Provide a detailed, step-by-step narrative of how the Member Support Services Program would respond to this scenario, detailing at a minimum:   1. How the Member Support Services Contractor will receive the call from the member; 2. How the Member Support Services Contractor will provide Spanish translation services for the member; 3. How the Contractor or their representative will work with the member to develop a plan of action for resolution of the Issue that facilitates communication between the member and their MCE; 4. How the Contractor or their representative may educate or inform the member about the Appeals process; 5. How a representative will assist the members in filing an Appeal (see note below); 6. Timeline for every action taken; 7. Any resource referral supports offered, to include date of referral and manner of referral.   Note: For the purposes of this scenario, assume in the process of discussing the Issue with the member, the member determines they want to file an appeal with their MCE. |

**Use Case Scenario #1 – Response:**

**Use Case Scenario #2 – Response:**