



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: December 17, 2015

HSS 15 064

HEALTH CARE CONNECTION (HCC)
FOR
DIVISION OF PUBLIC HEALTH

Date Due: February 24, 2016
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED BID.

Responses to questions received by the due date of December 17, 2015.

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RFP Number HSS 15 064
HEALTH CARE CONNECTION (HCC)
Questions and Answers
December 17, 2015

| No. | Section Number | Paragraph Number | Page Number | Text Being Questioned | Answers |
|-----|-------------------------------|---------------------|-------------|---|--|
| 1. | General | — | — | Where are the Health Promotion Advocates (HPAs) to be located? | In health care facilities |
| 2. | General | — | — | Will the vendor be required to issue ID cards? | no |
| 3. | General | — | — | How do Health Care Connection (HCC) patients identify that they have HCC benefits when they request healthcare services? | They have ID cards issued by the program. |
| 4. | General | — | — | Is there an expectation for the HPA to have a predetermined schedule at a certain location? | Yes, there is an expectation for this. |
| 5. | General | — | — | Is there an expectation for the vendor to supply its own 800 phone number? | No |
| 6. | II.B | Paragraph 1. Item 2 | 4 | <p>Providing case management and education to those with high-risk chronic conditions such as asthma, diabetes, cancer, and hypertension</p> <p>How many conditions are we tracking for case management?</p> | A number has not been determined. |
| 7. | II.C Proposal Requirements | 1.b.4.b | 5 | <p>Non-Patient Services: equipment, supplies, professional membership fees, and staff travel and training.</p> <p>Could you provide a definition or example of “professional membership fees?”</p> | A professional fee is a fee paid to a professional organization for membership to that organization. |

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|-----|----------------------------------|------------------|-------------|---|--|
| 8. | II.C Proposal Requirements | 1.c.4 | 6 | <p>A description of the intended interface with physicians (V.I.P., private, and hospital employed).</p> <p>What are the specific technical requirements for the interface with physicians?</p> | The question is unclear. For the referenced paragraph number, the bidder is to explain how the Health Promotion Advocate will interface with physicians. |
| 9. | II.C Proposal Requirements | 1.c.6 | 6 | <p>The commitment of Health Promotion Advocates to attend and participate in mandatory bi-annual meetings organized by DPH, and any other identified meetings or educational opportunities.</p> <p>This requirement mentions meetings and educational opportunities. What percentage of travel is expected with these HPA positions?</p> | A travel percentage has not been determined. |
| 10. | II.C Short-term Goals | 2.d | 6 | <p>85% of patients assisted by an HPA will be provided with information on ways to decrease their risk for chronic conditions and ways to improve their overall health.</p> <p>Will promotional materials be supplied by the Division of Public Health (DPH)?</p> | Yes, or DPH can work with the vendor to develop materials specific to the community the HPA is working with. |
| 11. | II.C Target Population | 4 | 7 | <p>Individuals who meet one or more of the following criteria: Racial or ethnic minority background Uninsured or underinsured Low income Face barriers to care including level of health literacy or transportation Referred by primary care physicians</p> <p>What is the current targeted population size of HCC patients?</p> | There is not a targeted population size for this program. |
| 12. | II.C Target | 4 | 7 | <p>Individuals who meet one or more of the following criteria:</p> | These counts vary daily thus we cannot provide counts. |

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|-----|--------------------------------------|------------------|-------------|---|---|
| | Population | | | <p>Racial or ethnic minority background Uninsured or underinsured Low income Face barriers to care including level of health literacy or transportation Referred by primary care physicians</p> <p>Can you provide the targeted population counts of HCC patients by county?</p> | |
| 13. | II.C Program Guidelines | 5.c | 7 | <p>Agencies must use the documentation tools provided by DPH.</p> <p>What are the documentation tools?</p> | Documentation tools will be provided during the contract process. |
| 14. | II.C Program Guidelines | 5.c | 7 | <p>Agencies must use the documentation tools provided by DPH.</p> <p>What are the specific technical requirements for the vendor to connect to the documentation tools provided by DPH?</p> | Currently the documentation tools are in Excel and Word. |
| 15. | II.C.6 Principal Accountabilities | 1 | 8 | <p>Develop or utilize existing mechanisms to identify uninsured and underinsured Delawareans as they present to healthcare establishments.</p> <p>What are the existing mechanisms for identifying the uninsured?</p> | Existing mechanisms for identifying the uninsured that present to the healthcare establishment will need to be determined by the healthcare organization. |