

New Hampshire Insurance Department
Plan Management Consultants and NH Legislative Assistance

Date: October 19, 2016

Questions and answers submitted in response to **Plan Management Consultants and NH Legislative Assistance** are listed below.

Questions

Q1 – Plan management functions refer to the FFM requirements, and generally do not include off exchange review. What are the requirements and expectations as it relates to off exchange review?

Answer – With exceptions, the process associated with off exchange review parallels the requirements for on exchange plans. The expectation is that the internal tracking be performed by the consultants, support during the review process as well as the reporting of any information to CMS required for off exchange plans.

Q2 – Will new network adequacy rules be in place for plan year 2018? If so, will the contractor be required to change the review process?

Answer – NHID anticipates new network adequacy rules will be in place for 2018. The contractor would be responsible for the preparation of required presentations to the public as legislatively required and to support NHID issues/communications/operations related to state and CMS network adequacy requirements.

The consultant will not be responsible under this contract for the preparation of network adequacy data.

Q3 – Will review of off exchange only networks be required?

Answer – The consultant will be required to support with the same responsibilities as identified in Q2 above.

Q4 – What is the requirement referred to “for those carriers with fewer than 1000 covered lives”?

Answer – NHID anticipates that new network adequacy rules will be in place for plan year 2018. The reference to 1000 lives would not apply to new proposed rules. In the event the new rules are not in effect, guidance will be similar to the guidance found in Bulletin INS 16-009 AB 2017 Plan Year QHP Issuer Bulletin.
<http://www.nh.gov/insurance/media/bulletins/2016/documents/ins.no.16-009-ab.pdf>

Q5 – Has NHID already identified the amendments needed to the Accident and Health RSAs?

Answer – A complete list does not exist but the RFP references the majority of RSA’s that will need to be amended.

Q6 – Will the contractor be responsible for identifying areas of disconnect between Federal Marketplace standards and existing state law?

Answer – Yes.

Q7 – Will the contractor be responsible for drafting needed amendments?

Answer – Yes.

Q8 – Does the NHID anticipate that the timeline for QHP submissions will mirror prior timelines with submissions due in early to mid-April?

Answer – Yes.

Q9 – Will review of form filings be separate from the plan management functions provided under this contract?

Answer – “Form filings”, for this question, is interpreted to mean policies, certificates and advertising collateral and social media. The consultant would be required to support issues/questions resolution arising from NHID personnel in the review of these forms. Actual review of policies, certificates and advertising is not a function delegated to the consultants.

Q10 – How much offsite work would the NHID consider for Legislative drafting tasks?

Answer – NHID recognizes that not 100% of the work needs to be performed on location. NHID will work with the consultant to ensure effective delivery of the objective outlined in the RFP. In the response to the RFP, the consultant will include a plan, subject to NHID approval that will identify all tasks to be performed and note which tasks will be performed offsite.

Q11– Will you require the contractor to have a Geo Access license to analyze provider networks outside of what is already included in the CMS templates submitted with QHPs?

Answer – No.

Q12 – On page 5, (2) General qualifications and related experience of the contractor – can you please clarify the sentence “Industry Experience Required”?

Answer – The phrase “Industry Experience Required” can be disregarded.

Q13 – Under specific skills needed - A) indicates a requirement of five years insurance regulatory experience. Does that differ from “Industry Experience Required”? In other words, is the expectation the contractor has staff that has worked on the carrier side for this contract?

Answer – No, the reference to “insurance regulatory experience” reflects the requirement that the team of consultants have a minimum of five years’ experience in working with insurance regulators on operational and legislative issues.

Q14 – How many NHID staff members will be available to assist with the services for which contractor will provide technical assistance (e.g., review and regulation of plans) presently?

Answer – The contractor will work with NHID Compliance Division personnel and with members of the Department’s Health Policy Team but the contractor is expected to provide the technical assistance. For information on projected marketplace filings, please refer to our website at <http://www.nh.gov/insurance/lah/2017-plan-year-qhps.htm>.

Q15 – How many NHID staff are expected to be added /trained during the contract period to increase in-house capacity for the future?

Answer – Training would involve policy and procedures changes as required for 2018 marketplace plans. Currently there are six individuals in the Compliance Division who work with marketplace plans either directly or indirectly.

Q16 – If there is a specific “transition plan” to bring the project management functions in-house, could you describe this?

Answer – There is no formal plan in place but an anticipated migration of expertise over the next few years.

Q17 – In the previous year, approximately how many FTE(s) performed the services to be provided by contractor? Was this number considered adequate?

Answer – NHID has used contractors to perform the functions related to the processes and coordination of services for plan years 2014, 2015, 2016 and 2017 with the contractor utilizing a varying number of personnel based on tasks to be performed. Currently there are six Compliance Personnel plus management plus support personnel who contribute to the QHP implementation process within NHID

Q18 – What does NHID consider “critical implementation dates”?

Answer – CMS identifies each year the dates required for review and submission of data. A timeline of 2017 deliverables can be found in Bulletin INS 16-009 AB 2017 Plan Year QHP Issuer Bulletin.

<http://www.nh.gov/insurance/media/bulletins/2016/documents/ins.no.16-009-ab.pdf>

Q19 – How many “critical implementation dates” are expected during the contracted period?

Answer – Please see Bulletin INS 16-009 AB [2017 Plan Year QHP Issuer Bulletin](http://www.nh.gov/insurance/media/bulletins/2016/documents/ins.no.16-009-ab.pdf).

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Q20 – Is there an anticipated duration for the contractor to be on site at these critical implementation dates?

Answer – Yes, as necessary to perform the requirements of the contract in support of NHID staff.

Q21– Ideally, how many contracted individuals would be desired on-site at NHID during “critical implementation dates”?

Answer – The number necessary is a function of specific review and deliverables required and a function of the expertise of the contractor.

Q22 – For carrier inquiries, how involved will the contractor be?

Answer – The contractor is expected to support NHID personnel and be directly involved with carrier communications on technical and procedural matters. This includes any research that needs to be done to satisfactorily respond to carrier inquiries.

Q23 – Will the contractor have direct ongoing contact with the carriers or will the role be more supportive to the NHID?

Answer – Yes the contractor is expected to have direct ongoing contact with the carriers as directed by NHID personnel.

Q24 – Will the FFM plan comparison documents to be developed by the contractor include rates?

Answer – The contractor will have to develop rate plan comparisons but will not be responsible for rate review.

Q25 – Besides works flows and procedure manuals what current tools are used to perform certification and regulation compliance for the QHPs?

Answer – Guidance from CMS and NHID Management