Questions and answers submitted in response to RFP 2014-RRG-308 Analysis of Consumer Needs and Interests are listed below.

Questions

Q1 – How does the NHID envision this research project in relation to other rate review grant work already conducted or anticipated?

Answer – NHID envisions this work will inform efforts to engage New Hampshire consumers during the rate review process while protecting competitive industry concerns. Outcomes from this project could result in enhanced current or future website use, public hearings process changes, development of educational materials or other transparency efforts-some of which may be funded by rate review grants or be compatible with grant funded efforts.

Q2 – Has the NHID conducted any research into other state efforts, and if so, is that research available?

Answer – Information on states’ effort to provide effective rate review programs can be found at these links:


Q3 – Please provide the budget for this project.

Answer – No specific budget amount has been determined for this project at this time. Work awarded via this RFP will be funded by federal dollars under Grant No. PRPRP140053 - Grants to States to Support Health Insurance Rate Review and Increase Transparency in Health Care, CDFA number 93.511.

Link to our grant application: http://www.nh.gov/insurance/consumers/documents/rr_cycleIII-grantapp.pdf

Q4 – Please clarify whether the focus of the project is on the individual, small group and/or large group markets.

Answer – All insured markets.

Q5 – Please confirm whether proposals can include multiple approaches with different not-to-exceed amounts for NHID to choose from.

Answer – Yes, but the approaches must be structured so that each can be evaluated as a separate proposal. All proposals received by the NHID will be evaluated using the evaluation criteria stated in the RFP, and bidders are encouraged to focus on developing the strongest proposal within the context of the RFP requirements.

Q6 – Please clarify what you mean by a state-wide survey, including the target audience.

Answer – NHID is interested in hearing from consumers from around the state about their needs and interests for health premium rate review information.

Q7 – Please clarify whether focus groups and a statewide survey are both required to be included in the proposal, or if bidders can propose alternative approaches to meeting project goals.

Answer – Vendors should propose relevant research to gauge public opinion on the areas mentioned in the RFP. Research may include focus groups, and/or statewide surveys.