

STATE OF NEW HAMPSHIRE INSURANCE DEPARTMENT
PLAN MANAGEMENT CONSULTANT for PLAN YEARS 2022 and 2023
REQUEST FOR PROPOSAL

Questions and answers submitted in response to RFP *Plan Management Consultant Services RFP for Plan Years 2022 and 2023*

- 1) Does the NHID utilize the insurer's Flesch reading score while evaluating the readability of forms or will NHID and/or will the Consultant be required to utilize their own software tools?
 - a. NHID Response: NHID relies on the insurer's certification of the Flesch reading score.

- 2) Is this RFP requesting assistance with actuarial support, and if not, how will the actuarial review of rate filings will be covered?
 - a. NHID Response: NHID is not requesting specific assistance with reviewing rate filings. The NHID health actuary completes rate filing reviews. NHID may seek general guidance regarding actuarial review of rate filings, as necessary.

- 3) Who is the incumbent consultant?
 - a. NHID Response: Public Consulting Group Inc. (PCG)

- 4) Is the prior winning RFP publically available?
 - a. NHID Response: The incumbent contract, which includes a copy of the proposal submitted by the winner bidder, is located on the Secretary of State website. Please see agenda item #26 here:
<https://sos.nh.gov/administration/miscellaneous/governor-executive-council/2020-meetings/february-5-2020/agenda-february-5-2020/>

- 5) Is a particular software required for material development?
 - a. NHID Response: No.

- 6) Will translation services be required in regard to communications or consumer facing documents?
 - a. NHID Response: Not required.

- 7) Will website design or support be necessary in regard to consumer facing documents?
 - a. NHID Response: Not required.

- 8) Does the NHID anticipate additional carriers entering the marketplace beyond what is already disclosed in the RFP, in any of the current markets?
 - a. NHID Response: At this time, NHID is not aware of additional carriers entering the marketplace.

- 9) Does NHID anticipate the same number of QHPs in 2022 and 2023 as outlined in the background information?
- a. NHID Response: At this time, NHID is not aware of and does not anticipate significant changes in the market.
- 10) We understand that the contractor will be expected to assist with increasing NHID capacity, to the extent needed, as the NHID continues its transition to performing most plan management functions through in-house staff. Can NHID provide additional information regarding specific staff qualifications that are needed? For example does NHID have actuarial staff, MHPAEA specialists, Network Adequacy analysts, and form reviewers on staff.
- a. NHID Response: Please review SERVICES REQUESTED section of RFP regarding support of regulatory compliance. NHID staff examiners complete form reviews; the NHID staff health actuary completes rate reviews; and, NHID examiners and the data analytics unit complete Network Adequacy analysis.
- 11) The contractor will provide technical assistance to the NHID in support of the certification and NHID approval processes of the 2022 and 2023 issuers with focus on QHPs. Will the contractor perform the certification? Alternatively is the contractor providing technical guidance and training with the actual certification performed by NHID in-house staff?
- a. NHID Response: NHID completes the formal certification process in the CMS Portal and seeks support as described in the SERVICES REQUESTED section of the RFP.
- 12) We are seeking clarification with respect to the development of required consumer facing tools including the plan comparison tool showing all individual and small group plans offered via the FFM. Will the current tool in place be modified to reflect the new plans or is the goal to have a new tool as a deliverable? Is the contractor required to have the computer programming/ UX/engineering staff necessary to build the tool or to provide the technical assistance on the design and regulatory requirements to in house NHID staff that will actually build the tool?
- a. NHID Response: NHID expects the vendor to design, build and deliver the tool for NHID publication. The current tools are examples of minimum required content but vendors are not obligated to utilize the exact format.
- 13) When is the annual NHID Kickoff webinar held?
- a. NHID Response: The kick-off meeting has not been scheduled but NHID anticipates late March or early April each year. The most recent kick-off meeting was held 4/10/2020.

14) As part of the technical assistance, with respect to the certification process, will you be expecting the consultant to provide services with the implementation and the review of Plan Management Binders within SERFF? If so, what areas are you looking for assistance with?

- a. NHID Response: As noted above, NHID examiners complete the QHP review process in SERFF. Technical assistance with SERFF is not contemplated.

15) Can NHID specify which areas of the Federal requirements below that the contractor will be assisting with respect to certification so that we may identify the staff qualifications necessary (form reviewers, actuaries, NQCA/Quality SMEs, data analysts)

- § 156.200 QHP issuer participation standards.
- § 156.210 QHP rate and benefit information.
- § 156.215 Advance payments of the premium tax credit and cost-sharing reduction standards.
- § 156.220 Transparency in coverage.
- § 156.221 Access to and exchange of health data and plan information.
- § 156.225 Marketing and Benefit Design of QHPs.
- § 156.230 Network adequacy standards.
- § 156.235 Essential community providers.
- § 156.245 Treatment of direct primary care medical homes.
- § 156.250 Meaningful access to qualified health plan information.
- § 156.255 Rating variations.
- § 156.260 Enrollment periods for qualified individuals.
- § 156.265 Enrollment process for qualified individuals.
- § 156.270 Termination of coverage or enrollment for qualified individuals.
- § 156.272 Issuer participation for the full plan year.
- § 156.275 Accreditation of QHP issuers.
- § 156.280 Separate billing and segregation of funds for abortion services.
- § 156.285 Additional standards specific to SHOP for plan years beginning prior to January 1, 2018.
- § 156.286 Additional standards specific to SHOP for plan years beginning on or after January 1, 2018.
- § 156.290 Non-certification and decertification of QHPs.
- § 156.295 Prescription drug distribution and cost reporting.

- a. NHID Response: See the SERVICES REQUESTED introduction, bullets 3 and 4, and responses above to address this question.

Additionally, NHID could potentially seek guidance on any Plan Management topic; however, we anticipate guidance be focused in the area of forms examination and/or issuer compliance. NHID has a mix of experienced examiners and staff new to the QHP Plan Management process.