

STATE OF NEW HAMPSHIRE
PLAN MANAGEMENT CONSULTANTS and NH LEGISLATIVE ASSISTANCE

REQUEST FOR PROPOSALS

INTRODUCTION

The New Hampshire Insurance Department (“NHID”) is requesting proposals for a contractor to provide plan management assistance to the NHID, in connection with Health Carriers and Dental Insurers filings for small group and individual product offerings on and off the federally-facilitated Health Insurance Marketplace (FFM) in New Hampshire and to provide legislative drafting assistance in the amendment of various accident and health RSAs to include NH RSA 415, RSA 415-A, RSA 420-B, RSA 420-C, RSA 420-G and RSA 420-J to 2018 marketplace requirements for accident and health insurance.

The NHID seeks technical assistance related to the ongoing plan management partnership operations during the final month of calendar year 2016 and through calendar year 2017 for the review of the 2018 Qualified Health Plans (QHPs). In addition, 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. During critical QHP review and carrier consultation timeframes, the contractor shall be provided temporary office space at the NHID, including workstations and support for such functions as copying and transfer of files.

The NHID also seeks technical assistance related to drafting legislative amendments and proposals in the amendment of the Accident and Health RSAs for introduction to the State of New Hampshire Legislative House of Representatives and Senate for the 2018 Legislative session.

Pending Governor and Executive Council approval, it is anticipated the services under this contract will begin in early December 2016 and extend through December 31, 2017.

GENERAL INFORMATION/INSTRUCTIONS

With its plan management experience, the contractor will provide technical assistance to the NHID in support of the certification and NHID approval processes of the 2018 issuers with focus on QHPs as described under the federal Patient Protection and Affordable Care Act (ACA), in conjunction with the federal Centers for Medicare and Medicaid Services (CMS). The contractor is expected to use its knowledge of the NH Legislative process and legislative drafting expertise to update those RSAs related to accident and health insurance in the state. The NHID is seeking proposals from individual contractors or firms with a desire to provide services as described below. The NHID is open to a mix of on-site and off-site project work although we expect that during certain critical periods of the project, a majority of the tasks will require the work to be done on-site.

Electronic proposals will be received until 4 pm local time, on October 28, 2016, at the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, New Hampshire, 03301. Emails should be sent to alain.couture@ins.nh.gov and include in the subject line: “Plan Management Consultant Services and Legislative Assistance RFP for 2018.”

Proposals should be prepared simply and economically, providing a straightforward, concise description of bidder capabilities that satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

A successful proposal must include all of the objectives outlined in this RFP including a detailed timeline. Also, please see the attached Submission Check-Off list.

SERVICES REQUESTED

The contractor is expected to support the NHID in its review and regulation of the 2018 QHPs, consistent with the plan management function performed by the NHID in conjunction with New Hampshire’s partnership marketplace. The contractor(s) will work with the NHID’s Division of Compliance and Consumer Services to support certification and regulation of QHPs by providing technical assistance. In doing so, the contractor will assist the NHID with an increased capacity for achieving the milestones required of a plan management partnership Marketplace and assuring compliance with established federal and state laws and regulations.

The Contractor shall assist the NHID in performing the following functions or tasks:

1. Monitoring CMS issuance of new federal regulations and guidance documents related to QHPs and FFM operations, and promptly creating summaries for NHID use;
2. Assisting with the preparation and review of QHP-related bulletins including the NHID’s annual bulletin outlining QHP filing requirements, consistent with CMS guidance and the annual CMS Notice of Benefit and Payment Parameters and annual CMS Letter to Issuers in the FFM;
3. Evaluating and updating as necessary existing NHID QHP and non-QHP review workflows, resources, production standards and tools, including:
 - a. Evaluating and updating as necessary existing NHID Compliance and Consumer Services Policies and Procedures; and
 - b. To the extent necessary based on revised or updated CMS standards, creating an implementation plan with new workflows, production standards and tools to support certification and regulation of QHPs, including
 - i. Implementing of new tools and standards;
 - ii. Implementing revised or new plan management processes and workflows;
4. Providing technical assistance to support NHID staff in responding to carrier inquiries, including participation in Carrier QHP Kickoff and Weekly Meetings;
5. Updating QHP-related and non-QHP-related documents and, to the extent necessary, creating new documents as needed in response to regulatory changes, including, but not limited to the following documents:

- a. Network Adequacy (NA) Data Templates, including the following New Hampshire-specific documents:
 - i. NA Data Set for those carriers with fewer than 1000 covered lives
 - ii. Instructions for NA including producing state specific attestations
 - iii. NA Summary and Supplemental Response Documents
 - b. Filing Checklist for Individual and Group both On and Off the FFM
 - c. Filing Checklist for Dental Plans
 - d. CMS Tools Compliance Attestation Document
 - e. Advertisement Attestation
 - f. Master List of Filing Documents
6. Supporting NHID staff in continuing to integrate state network adequacy requirements with evolving ACA requirements and identifying provider and service area requirements to meet QHP standards, including:
 - a. Providing support in collecting, examining and maintaining all network templates and supporting documentation from the National Association of Insurance Commissioners' System for Electronic Rate and Form Filing (SERFF) system;
 - b. Updating and assisting NHID in maintaining tracking tool to monitor each issuer's progress towards compliance with the network standards tracking compliance with:
 - i. Proper documentation
 - ii. Essential Community Provider (ECP) standards
 - iii. Online provider directory standards
 - iv. Provider contracts and geographical accessibility standards;
 - c. Providing technical assistance to NHID staff as they provide network adequacy standards guidance to issuers to assure adequate coverage for all residents; and
 - d. Supporting NHID staff in complying with New Hampshire's requirement for public information sessions on the carriers' proposed marketplace networks prior to open enrollment;
 7. Creating a plan compare document showing all individual and small group plans offered via the FFM;
 8. Providing training and guidance to NHID staff on an ongoing basis throughout the term of the contract, to support the development of in-house capacity in connection with all plan management functions, and
 9. Drafting of legislative amendments to incorporate current NH marketplace requirements into New Hampshire's Accident and Health RSAs including RSA 415 (Accident and Health), 415-A (Standards for Accident and Health Insurance), RSA 420-B (Health Maintenance Organizations), RSA 420-C (Preferred Provider Agreements), 420-G (Portability, Availability and Renewability of Health Coverage), and 420-J (Managed Care Law).

BACKGROUND INFORMATION

The NHID's Division of Compliance and Consumer Services bears primary operational responsibility for the plan management function and will work most closely with the contractor providing these services. The NHID currently accepts rate and file forms using the SERFF system, an essential tool of the NHID.

The 2017 NH Marketplace is projected to offer plans underwritten by 4 to 5 carriers in the individual health market, 3 -4 carriers for small businesses, 2-4 dental carriers and 2 to 3 small group carriers offering coverage exclusively outside of the Marketplace. During calendar year 2016, New Hampshire's Medicaid expansion population received coverage through QHPs, as part of the Marketplace Premium Assistance Program. The Premium Assistance Program will continue in 2018. See NH RSA 126-A:5, XXV.

For additional information on the number of carriers and plans offered in the NH Marketplace for Calendar Years 2014, 2015, 2016 and 2017 as well as key dates for 2017 Marketplace Plan Review, please review the 2017 NHID Public Information Release Marketplace Issuer Networks document available on the NHID website at: <http://www.nh.gov/insurance/lah/2017-plan-year-qhps.htm>

The NHID periodically issues bulletins on subjects relating to QHP review. In particular, it may be helpful to review Bulletin INS-16-009-AB available on the NHID website at: <http://www.nh.gov/insurance/media/bulletins/2016/documents/ins.no.16-009-ab.pdf> Also, an index of bulletins issued by NH is available at: <http://www.nh.gov/insurance/media/bulletins/2016/index.htm>

EVALUATION OF BID PROPOSALS

Evaluation of the submitted proposals will be accomplished as follows:

- (A) General. An evaluation team will judge the potential contractor capabilities and appropriateness for the services to the NHID.

Officials responsible for the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications.

Failure of the applicant to provide in its proposal all information requested in this request for proposals may result in disqualification of the proposal.

- (B) Specific. A comparative scoring process will measure the degree to which each proposal meets the following criteria:

- (1) Specific skills needed for completing the following tasks:

- a) At least five years of experience in the area of insurance regulatory compliance and/or examination, including at least one year of experience relating to the review of QHPs, the operation of the FFM and state Medicaid expansion programs;
- b) High technical skill for review and analysis of health plans and/or high technical skill for examination of network adequacy requirements;
- c) At least 3 years' experience in the drafting of legislation relating to Health Insurance;
- d) Knowledge of NH accident and health RSAs and rules;
- e) Working knowledge of the NH legislative process;
- f) Ability to maintain productivity standards and quality standards set by NHID;
- g) Ability to make decisions based on relevant facts, findings, federal and state laws, regulations and bulletins.
- h) Ability to meet timelines and coordinate effectively with NHID staff;
- i) Ability to assess current workflows, tools and standards of health plan management; and the ability to identify the need for new workflows, tools and standards with the capacity to incorporate changes into current structure;
- j) Experience in training and educating of staff; and
- k) Proven written and oral communication skills.

40 percent

- (2) General qualifications and related experience of the contractor:

Knowledge of health insurance regulations, plan management review, drafting health insurance regulation, CMS QHPs Templates and Tools, New Hampshire insurance laws, the ACA, and health insurance benefit designs. Knowledge or experience with the National Association of Insurance Commissioners' System for Electronic Rate and Form Filing (SERFF) system is essential. Good communication skills and a demonstrated ability to work with both industry and regulatory personnel to achieve appropriate and adequate insurance industry regulation in New Hampshire. Industry experience required. The proposal must include a summary of experience, including current curriculum vitae.

30 percent

- (3) Derivation of cost for the Contractor time:

The proposal must include the hourly or daily rate for each person working on the project, an estimate of the amount of time each person might be expected to expend on the project, and the number of days, if any, each person is expected to be in attendance at the NHID during critical implementation dates. The proposal shall also specify for what time period each person will be available to the NHID, including the start date and end date in relation to the project timeline.

Amounts for any material expenses related to performing the work (e.g.

specialized computer hardware or software) and any expected out-of-pocket or travel expenses must be included within this not-to-exceed budget. No additional payments or benefits, other than payment for services included in the proposal consistent with this RFP, shall be provided by the NHID under the contract.

The review committee will evaluate proposals based on the value of the contracted staff assigned, their expected efficiency levels, and the not-to-exceed limit, as that amount will be used in the state contract with the Contractor. The response required pursuant to this part shall be sufficiently detailed to create a general expectation of the staff and the contractor's ability to complete the project within the proposal's anticipated costs and specific timeline.

30 percent

(C) Conflict of Interest. The applicant shall disclose any actual or potential conflicts of interest.

(D) Other Information.

The New Hampshire Insurance Department will accept written questions related to this RFP from prospective bidders with the deadline being October 14, 2016 at noon. Questions should be directed to Alain Couture via email at alain.couture@ins.nh.gov. Please include in the subject line: "Plan Management Consultant and Legislative Assistance RFP for 2018."

A consolidated written response to all questions will be posted on the New Hampshire Insurance Department's website: www.nh.gov/insurance, by October 21, 2016.

Potential contractors may be interviewed by the evaluation team of the NHID.

The successful bidder or bidders will be required to execute a state of New Hampshire Contract. A form P-37 contains the general conditions as required by state of New Hampshire purchasing policies and the Department of Administrative Services. Although this standard contract can be modified slightly by mutual agreement between the successful bidder and the New Hampshire Insurance Department, all bidders are expected to accept the terms as presented in this RFP. Any required modifications to the P-37 must be explicitly stated in the proposal. The contract award will be contingent on the availability of necessary funds.

All proposals will be publicly opened at the above stated date and time. Proposals received after the above date and time will not be considered. The state reserves the right to reject any or all proposals in part or in total.

The NHID plans to seek Governor and Council approval of the contract in December 2016. NHID will need to obtain all necessary documentation for the state contract approval from the winning bidder in an expedient manner in order to meet the contract closing date.

Bidders should be aware that New Hampshire’s transparency law, RSA 9-F, requires that state contracts entered into as a result of requests for proposal such as this be accessible to the public online. Caution should be used when submitting a response so that trade secrets, social security numbers, home addresses and other personal information are not included.

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2018

SUBMISSION CHECK-OFF LIST

A successful proposal will include:

- ___ name and contact information of the person(s) we should contact should we have questions
- ___ a narrative addressing all of the objectives outlined in this RFP
- ___ a detailed timeline for the plan management project and the legislative drafting the full term of the project
- ___ a clearly labeled “Not-to-Exceed” limit amount
- ___ name and role of every person working on the project to include a summary of experience and the individual’s curriculum vitae.
- ___ derivation of cost for the Contractor including (separated by plan management and legislative drafting project):
 - ___ hourly or daily rate for each person working on the project
 - ___ an estimate of the amount of time each person might be expected to expend on the project
 - ___ the number of days, if any, each person is expected to be in attendance at the NHID during critical implementation dates
 - ___ what period each person will be available to NHID, including start date and end date in relation to the project timeline