

Request for CalHEERS Development and Operations Services

Draft RFP Comments

General					Cosmetic	Reviewer	
ID	Y/N	Section #	Page #	Req #	Description	Y/N	Organization
1	N	1.4.2.1	1-9		Note Fresno's 2-way interfaces for C4 and CALWIN SAWS into One-e-App	N	Insure the Uninsured Project
2	N	4.3	4-31		CalHEERS should also determine eligibility for non-MAGI Medi-Cal and mini state programs (I.e. ADAP, FamilyPACT, and Every Woman Counts). CalHEERS should be a single point of determination for all types of coverage in California (with the understanding that certain programs require judgements that may not be determined through CalHEERS).	N	Insure the Uninsured Project
3	N	4.3.1	4-1		CalHEERS should allow for quick, instant, and anonymous cost estimates for coverage. This calculator should be located on the home page for those visiting the site for the first time or seeking quick premium estimates.	N	Insure the Uninsured Project
4	N	4.3.1	4-1		If the application is multiple web pages, consumers should also be able to utilize "Previous" and "Next" buttons to review information already added and information that will be needed.	N	Insure the Uninsured Project
5	N	4.3.1	4-2		To promote transparency, consumers should also be able to see savings in each plan due to subsidies when presented with plan options and estimated premium and out-of-pocket costs.	N	Insure the Uninsured Project
6	N	4.3.1	4-2		In addition to provider directories, a provider mapping function (similar to Google maps) should be available so that consumers can map locations of providers in each plan relative to their place of work or place of residence.	N	Insure the Uninsured Project
7	N	4.3.1	4-3		In addition to displaying provider quality information, consumers should be able to access consumer reviews (similar to Yelp). This will both promote quality and ensure consumers select providers that are best suited for their personal and medical needs.	N	Insure the Uninsured Project
8	N	4.3.1	4-3		When notifying enrollees of annual enrollment periods, they should always be informed of the web option in order to maximize web enrollment.	N	Insure the Uninsured Project
9	Y	4.3.1	4-3		Consumers should have the option to download their final application so that they may retain a hard copy.	N	Insure the Uninsured Project
10	Y	4.3.1	4-4		In addition to screening for non-MAGI eligibility, we believe that CalHEERS should store non-MAGI information.	N	Insure the Uninsured Project
11	N	4.3.2	4-5		In addition to assigned quality ratings to QHPs, consumers should be able to provide reviews of the plans (similar to Yelp).	N	Insure the Uninsured Project
12	N	4.3.5	4-8		In addition to a "questions" icon, there should be a definition box (as seen in the UX2014 prototype).	N	Insure the Uninsured Project
13	N	4.3.5	4-8		There should be an option for instant messaging in languages other than English.	N	Insure the Uninsured Project

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14	N	4.3.5	4-8		For those who struggle with typing, there should be live voice chat or a phone number to call while using the website (as seen in the UX2014 prototype).	N	Insure the Uninsured Project
15	N	4.3.6	4-9		Outreach should also include social networking sites (such as Facebook and Twitter) and even YouTube videos. Marketing should be tailored to the audience reached through each medium.	N	Insure the Uninsured Project
16	N	4.3.7	4-10		SHOP should allow for quick, instant, and anonymous cost estimates for coverage. This calculator should be located on the home page for employers visiting the site for the first time or seeking quick estimates.	N	Insure the Uninsured Project
17	N	4.3.7	4-11		Employees should be offered the costs of retaining coverage through their selected QHPs should they leave their employers for any reason (I.e. decide to no longer work, start their own business, or join a larger employer).	N	Insure the Uninsured Project
18	Y				There should be a thorough, rigorous and ongoing testing phase that enlists volunteers of all ages, ethnicities and income levels. Vendors should conduct focus groups to ensure the developing website meets consumer needs and is easy to navigate and understand.	N	Insure the Uninsured Project
19	Y				CalHEERS should promote seamlessness and continuity of coverage by storing information in a way that can be easily shared between programs.	N	Insure the Uninsured Project
20	Y				In 2014, CalHEERS should allow for a rapid transition from county and state programs for the uninsured to available coverage in 2014 (including those enrolled in Low Income Health Programs through the \$1115 waiver and those in state mini programs such as FamilyPACT, ADAP, and Every Woman Counts).	N	Insure the Uninsured Project
21	Y				Vendors should emulate popular consumer websites that allow for comparison shopping (I.e. Orbitz), bargain shopping (I.e Amazon), and offer an easy-to-use website and great customer service (I.e. Southwest).	N	Insure the Uninsured Project
22	y				CalHeers should determine eligibility for all MediCal categories. The computer should determine eligibility for aspects of eligibility like income or age or citizenship where there are relatively straightforward factual yes or no answers. An individual eligibility worker (probably the county EW) should determine eligibility calling for judgement -- eg. is an individual disabled, did they transfer assets for less than fair market value to qualify for Medi-Cal	N	Insure the Uninsured Project

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23	Y				CalHeers should be accessible and available to individuals from home computers, government offices, work computers	N	Insure the Uninsured Project
24	N	4.3	4-32		Linkage to plan's provider directories should be mandatory not optional	N	Insure the Uninsured Project
25	N	4.3	4-33		Web portal online help should be available in all threshold languages given the size and population diversity of CA	N	Insure the Uninsured Project
26	N	4.3.1	4-2		CalHEERS should maximize individuals ability to shop and compare on plan price, plan quality, provider availability, quality and network price	N	Insure the Uninsured Project
27	N	4.3.1	4-3		CalHEERS should allow individuals and employers to google map provider access in offered health plans	N	Insure the Uninsured Project
28	N	4.3.1	4.4		CalHEERS should allow individuals enrolled in county §1115 LIHP waivers to auto-enroll	N	Insure the Uninsured Project
29	N	4.3.1	4.4		CalHEERS should allow individuals participating in ADAP, CCS, GHPP, Family PACT to auto enroll	N	Insure the Uninsured Project
30	Y	4.3.3	4.6		Individuals and employers should be notified in advance of proposed plan rate increases and given a comparison of different proposed increases by plan and level of benefits and have the option to change plans	N	Insure the Uninsured Project
31	N	4.3.7	4.11		CalHEERS should provide information and offer assistance with COBRA and CalCOBRA eligibility for individuals with SHOP coverage leaving their jobs	N	Insure the Uninsured Project
32	N	4.3.7	4-15		CalHEERS should provide information and offer assistance with COBRA and CalCOBRA eligibility for individuals with SHOP coverage leaving their jobs	N	Insure the Uninsured Project
33	N	4.3.9	4-19		Web portal should be available in all threshold languages if feasible given the size and population diversity of CA	N	Insure the Uninsured Project
34	N	4.3.9	4-19		It is unclear whether web access is to be available only through internet explorer, which would be quite limiting	N	Insure the Uninsured Project
35	N	4.8.6	4-70		I wonder whether the county EWs could/should serve as the local call centers/help desk.	N	Insure the Uninsured Project
36	Y	4.9	4-75		We think that Healthy Families, AIM and MRMIP should be phased into and operated through the Exchange, we also think that significant components of the Medi-Cal program for individuals with incomes in excess of 133% of FPL should be phased into and folded into the Exchange.	N	Insure the Uninsured Project
37	N			OMR133	While I agree you will need a strong IVR, most that I have used have been difficult to use and not particularly helpful; it will be a big challenge to design and implement a useful one.	N	Insure the Uninsured Project
38	N			UR12	I think CalHEERS should have links to Medicare and private insurance for those not satisfied with or eligible for the Exchange offerings	N	Insure the Uninsured Project

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39	N			SR11	Web portal should be available in all threshold languages if feasible given the size and population diversity of CA	N	Insure the Uninsured Project
40	N			SR31	This is unclear and should be rephrased	Y	Insure the Uninsured Project
41	N			SR38	Is this duplicative of what employers already do?	N	Insure the Uninsured Project
42	N			SR33	What if the non-covered family member is ineligible due to immigration status	N	Insure the Uninsured Project
43	N			SR62	Excellent	Y	Insure the Uninsured Project
44	N			SR63	Excellent	y	Insure the Uninsured Project
45	N			SR88	COBRA and CalCobra options should be included	N	Insure the Uninsured Project
46	N			SR94	COBRA and CalCobra options should be included	N	Insure the Uninsured Project
47	N			SR120-122	Excellent, it needs to specify making this information available to those seeking to shop and compare	N	Insure the Uninsured Project
48	N			SR126	These need to be summarized annually and made available to those seeking to shop and compare	N	Insure the Uninsured Project
49	Y			BR1 etc.	These felt weaker than SHOP in giving the customer information needed to shop and compare	N	Insure the Uninsured Project
50	N			BR24	ACA if I recall correctly has provisions for hospitals to do presumptive eligibility, if so it should be included here.	N	Insure the Uninsured Project
51	N			BR31	Should include income as well I think	N	Insure the Uninsured Project
52	N			BR38	We recommend that CalHeers should determine eligibility for all MediCal categories. The computer should determine eligibility for aspects of eligibility like income or age or citizenship where there are relatively straightforward factual yes or no answers. An individual eligibility worker (probably the county EW) should determine eligibility calling for judgement -- eg. is an individual disabled, did they transfer assets for less than fair market value to qualify for Medi-Cal	N	Insure the Uninsured Project
53	N			BR43	See comment on BR 38	N	Insure the Uninsured Project
54	N			BR50-56	These are excellent, I think the cost information in BR 53 should be both monthly and annually	N	Insure the Uninsured Project
55	Y				ACA allows individuals to purchase supplemental coverage (eg. Adult dental or vision) through the Exchange; I think it is not mentioned at all in these documents and should be.	N	Insure the Uninsured Project
56	N			BR59-63	Excellent	Y	Insure the Uninsured Project
57	N			BR65	We recommend the calculator also include the impacts of out of pocket subsidies and the individuals choice among the benefit tiers	N	Insure the Uninsured Project

