

RFA#: 1312200945
New York State Department of Health
Office of Health Insurance Programs
Managed Long-Term Care and Fully Integrated Duals Advantage Ombudsman Program

Questions and Answers

Q1. Under Section IV(G) of the RFA, the Ombudsman is required to provide services which include, among other things; “assist participants/caregivers in exercising their rights and responsibilities,” “assist participants/caregivers in raising and resolving quality of care and quality of life issues,” “assist participants/ caregivers in the interdisciplinary care planning and the interdisciplinary team’s role in care coordination,” and “assist in ensuring self-direction and decision making.” Consequently, for participants residing in Nursing Homes, Assisted Living Facilities, and Adult Homes the services of the Participant Ombudsman directly duplicate and/or supplant services required of the State Certified Long Term Care Ombudsman.

How is this duplication/supplantation supposed to be reconciled?

A1. It is the expectation of the Department for the Participant Ombudsman and the current Ombudsman to engage in a collaborative partnership.

Q2. Has NYSDOH estimated the number of potential clients who would need services under this program? If so, can you provide estimates of MLTC, FIDA, and LTSS clients to be served? Can the estimated number of clients be provided by county?

A2. The exact number of potential clients is not available.

Q3. If NYSDOH has not estimated the number of potential clients, could you provide the number of people who would be eligible for the ombudsman program?

A3. An estimated 150,000 people will be enrolled in Managed Long Term Care/FIDA by the end of 2015 (includes the community-based and the nursing home population). The 150,000 includes FIDA participants because those individuals are already participating in an MLTC. Attachment 1 to this Q&A document displays a table of the MLTC enrollment by county as of March 2014.

Q4. Does NYSDOH have any demographic information on the population to be served, such as: geographic distribution, English proficiency and other languages spoken, and any other barriers to assistance?

A4. No, we do not have an estimate. We encourage applicants to research other Ombudsman programs to estimate the amount of time it will take to resolve cases.

Q5. Can you provide more information about the requirement to offer an "interactive website" as part of the ombudsman program? What specific functions should be available on such a site? Will the contractor be expected to provide live chat assistance? (Section IV.C.2. and Section VI.B.4.c.ii)

A5. Through the interactive website, consumers should be able to submit electronic requests for information, advice, referral and direct assistance. Live chat assistance is one way in which the Ombudsman could interact with participants.

Q6. Can the Contractor identify some community-based organizations (CBO) in its proposal but reserve some funds to conduct an RFP to select additional CBOs after an award? (Section IV.B and Section VI.B.4.b)

A6. Yes, but it should be indicated in the application.

Q7. Do we need to submit materials about MWBE compliance with the application or are they submitted only by grantees after an award? (Section V.I)

A7. All applicants must submit Attachment 11 MWBE forms.

Q8. What steps will the State, plans, and Maximus take to notify patients about the Ombudsman program?

A8. Participants will receive information about the Ombudsman program from Plans in written materials, including, but not limited to, the Participant Handbook. New York Medicaid Choice (Maximus) will also educate participants about the Ombudsman program in their communications.

Q9. Are the contract periods indicated in the RFA still valid?

A9. The anticipated contract period will now be July 1, 2014 – April 30, 2019.

Q10. Are the FIDA demonstration dates still valid as indicated in the RFA?

A10. The anticipated enrollment schedule is as follows:

- Community-based duals:
 - Voluntary enrollment beginning October 1, 2014
 - Passive enrollment beginning January 1, 2015
- Nursing home duals:
 - Voluntary enrollment beginning October 1, 2014
 - Passive enrollment beginning January 1, 2015

Q11. Page 13 of the RFA, Business Participation Opportunities for MWBEs states that “By submitting an application, a grantee agrees to complete an MWBE Utilization plan as directed in Attachment 10”, however, Attachment 10 is the Budget Template, please clarify.

A11. The RFA incorrectly stated that the MWBE Budget Utilization plan could be found under Attachment 10. This form is located under Attachment 11. All applicants must submit Attachment 11 MWBE forms.

Q12: Can government entities submit an application for the Ombudsman RFA?

A12. No.

Questions and Answers
Attachment 1

March 2014 Enrollment Number by County
(Includes Partial Capitation, PACE, MAP)

| COUNTY | ENROLLMENT |
|---------------|-------------------|
| Albany | 198 |
| Allegany | 14 |
| Broome | 11 |
| Cattaraugus | 80 |
| Cayuga | 1 |
| Chautauqua | 2 |
| Chenango | 2 |
| Columbia | 18 |
| Cortland | 1 |
| Delaware | 9 |
| Dutchess | 81 |
| Erie | 476 |
| Essex | 2 |
| Fulton | 12 |
| Greene | 12 |
| Herkimer | 54 |
| Livingston | 22 |
| Madison | 17 |
| Monroe | 832 |
| Montgomery | 16 |
| Nassau | 4,415 |
| New York City | 110,848 |
| Niagara | 128 |
| Oneida | 435 |

| COUNTY | ENROLLMENT |
|-------------------------|-------------------|
| Onondaga | 691 |
| Orange | 857 |
| Oswego | 5 |
| Putnam | 37 |
| Rensselaer | 46 |
| Rockland | 999 |
| Saratoga | 1 |
| Schenectady | 188 |
| Steuben | 1 |
| Suffolk | 2,842 |
| Sullivan | 35 |
| Tioga | 1 |
| Tompkins | 2 |
| Ulster | 65 |
| Warren | 2 |
| Washington | 4 |
| Westchester | 2,746 |
| TOTAL ENROLLMENT | 126,208 |