

STATEWIDE ENROLLMENT CENTER

New York State Department
of Health
Bidder's Conference
December 8, 2008



The Enrollment Center Will Increase Capacity

The new capacity that the Enrollment Center provides will, in conjunction with existing enrollment entities, significantly advance the State's goal of enrolling all those eligible for public health insurance, reduce the number of enrollees who lose coverage at renewal, and improve transitions between programs.

Funding

- The Enrollment Center has \$34 million budgeted for SFY 09-10.
- The Department will fund the activities in the RFP up to this amount prioritized as listed in the RFP.
- Most of the first year funding is expected to support the renewal function.

Eligible Applicants

- Eligible applicants must have experience operating an Enrollment Center in at least one state for either the Medicaid or SCHIP program.
- Preference will be given to a contractor that also has experience operating a statewide call center.
- Eligible applicants cannot have any relationship to a health plan.

Population Covered

- Public health insurance programs cover approximately 4.5 million New Yorkers.
- Medicaid, the largest program of the three, provides health insurance for over 3.6 million people, 2.6 million of whom are adults and children that are not aged, blind or disabled.
- FHP provides coverage to 500,000 parents and adults without children who are not eligible for Medicaid.
- CHPlus, the State's SCHIP program, covers 380,000 children who are not eligible for Medicaid.

Target Population

- Nearly half of New York's uninsured population, 1.2 million people, is eligible, but not enrolled in public health insurance.
- The State is committed to increasing access to and enrollment in these programs through simplification, systems improvements and marketing and outreach initiatives.
- The existing enrollment infrastructure does not have the capacity to absorb a significant increase in enrollment.
- Achieving our enrollment goals requires new pathways to enrollment and renewal.

Enrollment Center Functions and Prioritization

- Operate a Statewide Toll-Free Call Center for Medicaid, Family Health Plus, and Child Health Plus.
- Develop and Operate a Statewide Telephone and Mail-in Renewal System for all programs.
- Administer the Premium Assistance Program
- Administer the FHP Employer Buy-in
- Manage Web-based Renewal
- Augment Marketing and Outreach Materials
- Process Some New Applications

Implementation Timeline

- The Call Center will be implemented statewide.
- The renewal function and the Premium Assistance Program may be phased in by county.
- The other four project areas will be phased in according to the progress in the first three and subject to the availability of funding.

Important Dates

- Written questions were due on November 17, 2008
- The responses to written questions and questions from bidder's conference will be posted on the DOH website no later than January, 15, 2009
- Proposals are due on February 17, 2009