



**Vendor questions and Marketplace answers for
SBM technology platform and consumer assistance center RFI**

Request for Information (RFI) issued: Friday, April 5, 2019

Deadline for submission of questions (via email only): Friday, April 19, 2019, at 5 p.m. PST

Deadline for questions/answers posted on ORPIN and on this page: Friday, May 3, 2019

Deadline for submission of response (via email only): Friday, May 31, 2019, at 5 p.m. PST

The questions below are presented anonymously, and as they were originally submitted by vendors, without editing or correction.

Question 1:

Assuming the SBM solution is to be API enabled to support third party EDE vendors (WBEs, et.al), is it correct to assume that the Oregon Health Insurance Marketplace will be responsible for building and supporting an EDE program office and conduct audits (privacy and security audit, business audits that may be required of such vendors), establish and enforce policies similar to those that CMS currently does for Healthcare.gov?

Answer 1:

These considerations will be part of the cost-benefit analysis as Oregon considers a transition to its own SBM technology. The features in the stakeholder portals of an ideal SBM technology implementation would inherently and without intention limit the value that could be added by a third party, and may essentially avoid the need for DE and EDE-type vendors in Oregon.

However, these third-party vendors are a part of the current system of Oregon Marketplace stakeholders, and we do not want to exclude any possibilities or voices from the conversation while conducting our analysis. Understanding that accommodating these vendors would require the policy and oversight mechanisms outlined in the question, we want to hear what vendors may already have planned or in place with their solutions to either make this integration possible, assist states with its administration, or both. Our expectation in an RFI would be for a conceptual explanation and key considerations rather than a finely detailed technological breakdown, but vendors are free to provide what information they choose.



Question 2:

Can you please elaborate on the data errors you have experienced and/or anticipate? Would the data errors impact past enrollments and would changes have to be made to enrollments retroactively?

Answer 2:

To ensure we are able to offer the best service level to all our stakeholders, we require plan data error occurrences to be minimal in any given open enrollment period. The health plans must pass through annual regulatory approval with the Division of Financial Regulation (DFR), and subsequent QHP certification to be sold through the Marketplace, with the carriers reviewing those submissions at each stage.

Despite these measures, there have been a small number of occurrences in previous open enrollments as a result of errors in uploaded plan data, and the nature of these errors may vary. Examples of past issues include: typos in a plan name, incorrect benefits listed, incorrect plan rates, and incorrect provider network information. While the corrective actions required can vary widely depending on the situation, those errors could affect past enrollments, require retroactive changes, trigger a special enrollment period, or any combination of those.

Question 3:

Several current SBE's and recent RFP's for new ones are including payments as a feature of the exchange as a means to gain true "single source of truth" and to assist in carrier reconciliation, among others. Will Oregon consider adding payments to their exchange?

Answer 3:

We are not excluding any possibilities at this time, and this consideration will be part of the cost-benefit analysis of policies and platform features if Oregon decides to move to its own SBM technology.

That decision will depend largely on input from stakeholders, including carriers and agents, that has not yet been gathered, and the responses to this RFI will partly inform those stakeholder conversations.

Question 4:

Other than explained in Cover Letter, have you identified page limits or other controls on the RFI submission?

Answer 4:

No, there are no other technical limits or controls, other than that our email system will not allow for attachments larger than 20 MB, and that PDF format is preferred. As this is a request for information, vendors are invited to present any information they believe is relevant to a state's evaluation of vendors' exchange platform and service center options, including the associated benefits relative to the overall administration of an SBM, and to stakeholder and consumer experiences.



Question 5:

Can you share Oregon's draft timeline for execution of new exchange?

Answer 5:

Oregon is currently conducting a cost-benefit analysis of a switch to become a full SBM. As the decision has not yet been made to make that switch, we are unable to provide an execution timeline at this time.

We understand that vendors can only provide information relative to the exchange landscape as it exists today, and we will take this into consideration if we proceed towards an RFP.

Question 6:

Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer 6:

Yes, companies from outside the USA can respond. As stated on Page 2 of the Oregon Health Insurance Marketplace's Request for Information: "This is a Request for Information (RFI) only. It is NOT a solicitation for quotations, bids, or proposals. No contract award will result from this RFI. The information received from this RFI will be analyzed and may be used to develop a subsequent solicitation. However, responses to this RFI will not have any impact on any future solicitation selection process."

Question 7:

Whether we need to come over there for meetings?

Answer 7:

Meetings in Oregon will be on an "as-needed" basis. Please note the first bullet on Page 11 of Oregon Health Insurance Marketplace's Request for Information: "The Marketplace may contact respondents to request a scheduled presentation based on the information submitted."



Question 8:

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer 8:

We cannot answer this question at this time. As noted on Page 2 of Oregon Health Insurance Marketplace's Request for Information: "This is a Request for Information (RFI) only. It is NOT a solicitation for quotations, bids, or proposals. No contract award will result from this RFI. The information received from this RFI will be analyzed and may be used to develop a subsequent solicitation. However, responses to this RFI will not have any impact on any future solicitation selection process."

Question 9:

Can we submit the proposals via email?

Answer 9:

Emailed responses to this request for information are preferred. As noted on Page 3, "Questions and RFI responses should be emailed to Victor Garcia at victor.a.garcia@oregon.gov."

RFI details and documents are available at:

<https://healthcare.oregon.gov/marketplace/gov/Pages/tech-consumer-assistance.aspx>

For more information, contact:

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