

Draft Independent Enrollment Broker Request for Proposals Summary

October 28, 2016

Introduction:

The purpose of this document is to introduce the Independent Enrollment Broker (IEB) draft request for proposal (RFP) that was published for public comment on October 28, 2016 for a three-week time period. The Department of Human Services (Department) is seeking Offeror(s) to operate an IEB Program in different geographic regions in the Commonwealth. The IEB Programs will provide enrollment assistance services to individuals who are applying for or eligible to receive health related services and long term services and supports (“LTSS”) through the existing home and community-based service programs, the LIFE program, and Community Health Choices (CHC) Managed Care Program programs which are administered by the Department.

Program Components

The IEB Program will provide choice counseling to individuals eligible to enroll or enrolled in the OLTL-administered programs (“Participants”) and will facilitate the eligibility and enrollment process for individuals who apply to receive LTSS (“LTSS Applicants”) under those programs. To promote individual choice, the IEB Program must be unbiased and provide useful and accurate information and enrollment assistance services.

In addition to choice counseling, the IEB Program will assist LTSS Applicants in establishing their eligibility for LTSS under the OLTL-administered programs. The eligibility process for LTSS is multi-stepped and involves different entities. To receive LTSS under OLTL-administered Medical Assistance (MA) programs, an LTSS Applicant must meet both financial and clinical eligibility criteria. The Department’s County Assistance Offices (“CAOs”) determine whether an LTSS Applicant is financially eligible for MA LTSS. An LTSS Applicant’s clinical eligibility involves two determinations: the Department’s Independent Assessment Entity (“IAE”) conducts a level of care determination (“LCD”) to assess whether the Applicant needs the level of care provided in an institutional setting. In addition, the Applicant’s physician provides a physician certification documenting the Applicant’s medical condition and indicating that he or she qualifies clinically for LTSS.

The Participants and LTSS Applicants who will be served by the IEB Program will be a diverse cultural population with a wide range of complex health care issues. These individuals must be linked to providers and provided access to care in urban, suburban and rural areas, and accomplishing these tasks in some areas of the Commonwealth may be more challenging than in other areas. Outreach activities and coordinated efforts within individual communities will be essential to ensure that all Participants and LTSS Applicants receive effective and timely enrollment assistance under the IEB Program.

The OLTL administered programs for which the selected Offeror(s) will provided enrollment assistance services include both MA managed care and Fee For Serviced (FFS) programs.

The MA managed care programs provide both physical health services and LTSS. The FFS programs provide home and community-based (HCBS) through 1915(c) Medicaid Waiver programs and one state-funded program. An overview of these OLTL administered programs follows:

1. Community Health Choices
2. Living Independently for the Elderly (LIFE)
3. Home and Community Waiver Programs including
 - a. OBRA
 - b. Independence
 - c. Attendant Care
 - d. Aging
 - e. Act 150 (State Funded Program)

Procurement Configuration

Offerors may submit proposals for one, all, or any combination of three (3) Lots. The Lots coincide with the CHC Phases that include a Southwest area, a Southeast area, and an area that includes the remainder of the commonwealth. DHS will award one (1) Agreement for each Lot.

Submission of Comments

Documents for comment can be found [here](#) at:

<http://www.dhs.pa.gov/communitypartners/longtermliving/index.htm>

Please submit comments using the drop down menus within the comment template to RA-waiverstandard@pa.gov no later than **5:00 p.m. November 21, 2016.**