

Maryland Health Benefit Exchange
MHBE Fulfillment Service RFP-BPM028625 -FY23
Questions - Answers # 1

	Fulfillment Qs April 7, 2022	MHBE Response
1	Can we have an extend questions and proposal a week out?	No
2	Will we have an opportunity to ask questions after today if they come up?	The questions submission deadline was 4/6/2022. We will acknowledge the questions submitted on 4/7/2022.
3	If we have limited scanning ability will that knock us out?	The MHBE requires vendors to meet our scanning specifications and requirements.
4	What do we do with after we've scanned in the documents? Where are we sending them or storing them?	Scanned documents are to be destroyed by the vendor upon verification of successful image upload. Any documents waiting for destruction are to be kept in secure storage with only authorized access.
5	Are we required to have a dedicated secure mail box for the mail that's coming in?	The vendor should have a process of securing inbound mail for limited access upon receipt as it is prepared for processing.
6	How will we receive information?	The MHBE contract monitor is in routine communication with the vendor.
7	Are the packets common in any way or are all the pages completely different? So as an example for a 56 pager (28 sheets) are those all the same outside of the top page that has the person name and address on it or is it combined of different documents?	The packets are common in size with regard to the inclusion of the primary enrollment materials. The only difference is the MCO brochures. For example, we only include the MCO brochures for the MCO that participate in the consumer's service area. Other than that, the collated packet is the same for all consumers.
8	Are we handling any money / transactions?	No; however, consumers occasionally mail us checks in error. The checks must be mailed back to the consumer.

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9	Are we the call center or do you have a call center we are partnering with?	This is a RFP specific to Fulfillment.
10	What new certification you are requiring FTI? (you mentioned regarding 1099 IRS)?	FTI is a certification required for any entity that handles consumer information provided directly by the IRS.
11	What was the annual and over value of the awarded project last time?	Procurement
12	Do you anticipate an increase in volume?	The MHBE does not anticipate an increase in volume.
13	<p style="text-align: center;">3.2.1.9 MDH Medicare Notices</p> <p style="text-align: center;">“Medicare Age Out” – Letter 1 -MDH monthly notices to Medicaid consumers who are becoming 65 years old or Medicare eligible.</p> <p style="text-align: center;">“Medicare Outreach” – Letter 2 - MDH weekly notices to consumers who may be eligible under the Qualified Medicare Beneficiary (QMB) program offered through Medicaid.</p> <p style="text-align: center;">Content, draft layouts and final approval of the notices provided by MDH.</p> <p style="text-align: center;">Notice and Envelope Specifications: 8.5” x 11” White Paper #10 left side window envelopes 4.125 x 9.5 (#10)</p> <p style="text-align: center;">Basic Assumptions: ● Medicare Outreach Notice: 700/month: 8,400/annually ● Medicare Age-Out Notice: 6,000/month: 72,000/annually</p>	
14	Could that be added to the Financial excel price sheet?	MDH Medicare Notices 3.2.1.9 is currently included in the price sheet to be quoted as a unit price - should be quoted as color depicted in samples.