



Navigator Program Evaluation RFP Questions and Answers - 7/15/2014

Background

Q: How many navigators are there in the state? Are navigators assigned to specific regions within the state? Is there a population to navigator ratio?

A: There are approximately a thousand individually certified navigators in MN. You can find a directory of the navigators available on the [MNSure website](#). Navigators are not assigned by MNSure to a specific region of the state. Their region is usually defined by the organization they work with.

Q: Has MNSure issued a survey to gauge consumer satisfaction with the assistance they receive from Navigators?

A: MNSure has not issued a survey to gauge consumer satisfaction with assistance they receive from navigators.

Q: Can MNSure provide the selected vendor with information about what they anticipated the use of navigators and navigator activities would be when the program began as compared with actuals?

A: Yes, the selected vendor will receive this information during discussions with program staff when the contract starts.

Q: Can you provide a list of grantees and navigator organizations?

A: Yes. The list of grantees is available on the MNSure website under board meeting materials – [first phase grantees](#) and [second phase grantees](#). A list of navigator organizations will be provided to the selected vendor. You can see the navigator organizations using the [directory](#) for now.

Q: How many regional resource and referral networks exist? Are these formal (i.e., formal referral agreements) or informal networks?

A: This is unknown at this time. It is something we believe is important and wrote the 2014 Outreach and Enrollment Grant RFP to reflect that.

Q: With funding down from \$4.75 million to \$4 million for the navigator program, what is the expectation of funding in order to sustain a vendor's evaluation plan should it be implemented?

A: The \$4 million is the amount the navigator program grants out to organizations. It does not include per enrollment payments and other operational costs. The funding for on-going evaluation is unknown at this point. Vendors should consider how the evaluation plan can be integrated into on-going operations without a third party.

Q: Who was primarily responsible for the reporting process with navigators during the previous enrollment period?

A: Navigator-assisted enrollments are tracked by their organization name and certified navigator ID. If assisting a consumer online, this ID is entered near the end of the application. There is also a space on the paper application for the certified navigator ID to be written in. At this time, navigator organizations are not responsible for reporting other information. The Assister Resource Center (ARC) is a resource for navigators to call or email when they have questions or need assistance.

Q: Will special priority be given to organizations that were navigators in 2013-14 and will vendors play any role in the selection process beyond 2014?

A: Navigator organizations may continue to serve as navigators beyond 2013-14. MNsure will be amending navigator contracts in the next couple months to extend contracts into 2015. The program evaluation vendor will not play a role in selecting navigator organizations or the grant selection process.

Q: What is the organizational structure for the MNsure Consumer Assistance Program?

A: MNsure is a new and evolving organization. The Consumer Assistance Program (or Navigator Agent Broker Program) works closely with other MNsure business areas and the MN Department of Human Services (DHS). DHS houses the Assister Resource Center, which is a call center specifically for navigators.

Q: Is the marketing side separate or integrated in the Consumer Assistance Program? If separate how do you ensure coordination?

A: The Consumer Assistance Program works closely with the MNsure marketing and outreach teams.

Q: What is the oversight structure of the MNsure organization?

A: MNsure has a board of directors. Please see our [website for more information](#).

Q: What committees or advisory boards govern or advise the activities of the program? How influential are they to the structure of the MNsure program?

A: MNsure has a health industry advisory committee and a consumer and small employers advisory committee. Please see our [website for more information](#).

Q: Are the budget payments (i.e., \$4.75 M in 2013) and projections (\$4M in 2014) inclusive of the per-enrollee payments? If so, can you break that out? If not, can you provide the per-enrollee total paid in 2013?

A: The \$4.75 million in 2013-14 and \$4 million in 2014-15 do not include per-enrollment payments. The total paid in in per-enrollment payments during the first year of operations is not yet final.

Q: Can you please share why the two streams of funding (e.g., block grants and per-enrollee payments) were established in the first place?

A: Minnesota based its navigator program off an existing program already in place – the Minnesota Community Application Assistance (MNCAA) program. Minnesota built off this program in order to get the navigator program up and running quickly and to build on a successful program. The MNCAA program included per-enrollment payments. It also had a limited amount of funds for outreach. Navigators are responsible for outreach, education and assisting with enrollment. The block grants assist organizations that are reaching populations with barriers to coverage.

Q: Were any navigators full- or part-time employees of MNsure? Or were all navigators funded via block grants and per-enrollee payments?

A: Navigators are not MNsure employees. All navigators are associated with an organization that has a navigator contract with MNsure/DHS.

Q: Is there a “job description” for navigators you can share?

A: There is more information about navigators on our [website](#). The successful bidder will also have access to the Navigator Policy and Procedure manual.

Q: What information is available about organization activities and outcomes such as:

- **Enrollments**
 - **Number**
 - **Gender breakdowns**
 - **Geographic distribution breakdowns**
 - **Organization breakdowns (this one is assumed because of the payment but want to confirm if it is self-declared or system generated)**
 - **Ethnicity breakdowns**
 - **Language breakdowns**
- **Education and Outreach activities**

A: Demographic information may be limited, however MNSure will make every effort to effectively gather and provide all available data to the successful vendor.

Q: Will the successful bidder have access to navigators awarded grants for the upcoming enrollments period?

A: Yes, the vendor will have access to new grantees once contracts have been finalized. MNSure anticipates that contracts will be final by September 1, 2014.

Logistics

Q: We see that you anticipate "frequent" meetings at the MNSure office. How frequent are you hoping to meet in-person? Would you be comfortable with remote meetings? Are you willing to consider an out-of-state evaluator?

A: The meeting schedule has not been determined. Due to the short time frame of the project, we anticipate weekly check-ins via phone and monthly in-person meetings. We anticipate that the evaluator will also have meetings to schedule outside of this schedule to gather input from key stakeholders. Due to the nature of the evaluation, and the potential for statewide travel to meet various navigator organizations, MNSure does not anticipate selecting an out-of-state evaluator.

Q: The RFP mentions frequent meetings at MNSure's offices. Can you be more specific as to what frequency might be expected? Is there flexibility to accommodate a vendor whose offices are located outside of MN?

A: Please see response to question above.

Q: Who will be our key liaison for the project? How available (frequency, duration) will you be for meetings?

A: The key liaison's contact information will be provided once the vendor's contract is in place and will be readily available for all check-in and monthly meetings, as well as additional meetings.

Q: Will an internal team at MNSure be contributing to this evaluation? What should we know about their availability?

A: The vendor will likely need to meet with 5 to 6 internal program staff. They will make time to meet with vendor representatives as reasonable and needed.

Q: The timeline for completing the required work is compressed. Who at MNSure will need to review and approve: survey questions, interview guides or other external-facing materials?

A: A key liaison identified in the final contract will approve all materials and will facilitate review by other MNSure staff as needed.

Deliverables

Q: What is your expected date for receiving an evaluation plan?

A: On or before January 31, 2015.

Q: Are there other milestones we should be aware of?

A: Not at this time.

Q: Organizations have varying expectations and needs for final products. Do you have any examples of reports or products you can share that exemplify your expectations for the quality and style of the final products? Expectations for the status report/dashboard formats?

A: Not at this time.

Q: Who is the audience for the final report? What should we know about that audience when thinking about the style and tone of the report?

A: There are several key audiences for the final report – the MNsure Board of Directors, MNsure navigator program staff, navigator partners and grantees. The primary audience will be the MNsure Board and staff, but MNsure staff will share the report or summaries of it with all navigators and grantees. When thinking about the tone for the report, please note that the work of MNsure navigators is impacted by many factors outside of their control and outside of MNsure navigator program staff control.

Q: Can you describe what types of decisions or changes you might make with the information gleaned from this project?

A: The MNsure Board is required to establish permanent policies and procedures for the ongoing operations of the navigator program. This report will help inform discussions about the design of the navigator program going forward.

Q: Do you anticipate that the tools developed to collect data for the project will use similar methods as the tools used for ongoing, future evaluation?

A: Not necessarily. The tools used to collect data for the evaluation do not need to be the same tools incorporated into an on-going evaluation plan.

Q: Are there mechanisms to alter the payment structures to Navigators (per enrollee and/or block grants) should a vendor find a more effective method?

A: Legislative action is required to alter the payment structures.

Q: Is MNsure looking for specific recommendations on a new payment model or only for quantitative and qualitative tools for evaluation of the existing payment model?

A: MNsure is looking for both. If the evaluation determines that the payment model is ineffective or unsustainable, there should be at least high level recommendations for other models to consider.

Data Availability and Collection

Q: Does online data collection have to occur via their site (for HIPAA reasons)?

A: We are uncertain what is being asked but are willing to discuss online data collection with the selected vendor after a contract is awarded.

Q: Will the evaluator have direct access to the MNsure navigator data or will the evaluator need to submit appropriate data requests to your office to have access to the data? What types of data will the evaluator have access to? For instance, if applications happen primarily via website, will we have access to "time to complete application" data to compare consumers who used a navigator with those that didn't?

A: The evaluator will have direct access to MNsure navigator data and will not have to submit official data requests. The evaluator will have access to Navigator payment data which will include information on the number of enrollments per navigator per program (Medical Assistance, MinnesotaCare or a Qualified Health Plan) by navigator organization. The evaluator will also have access to Outreach and Infrastructure grantee monthly reports which will include information about outreach activities.

Q: Are navigators and/or MNsure capturing information related to barriers to coverage (e.g., language, geography, literacy) for individuals they reach and enroll? If so, what information do they track, and in what format, e.g., electronically using a Navigator portal on the MNsure website?

A: MNsure is not currently capturing information related to barriers to coverage. Navigator organizations and MNsure grantees may be capturing this information, but it will vary. A navigator portal is not yet available, but is a priority for MNsure.

Q: Are the navigators and/or MNsure tracking how consumers are 'finding' Navigators for the purposes of analyzing the effectiveness of different outreach methods? If so, what information do they track, and in what format, e.g., electronically using a navigator portal on the MNsure website?

A: MNsure is not currently tracking how consumers are finding navigators and has not asked navigator organizations to track this information. However, some navigator organizations are likely tracking this information.

Q: Do you hope to reach people who DID NOT enroll in Medical Assistance, MinnesotaCare and Qualified Health Plans, as well as those who did enroll?

A: MNsure does not intend to analyze people that did not enroll through MNsure in this evaluation.

Q: For the assessment of whether individuals with barriers to coverage are being reached and enrolled, are there any expectations or priorities for the scope and for gathering information for these groups?

A: MNsure anticipates setting these expectations based on awarded grants for this upcoming open enrollment period, with input from the evaluator and stakeholders.

Q: Will partners in the MNsure network such as Certified Applications Counselors be engaged for the evaluation?

A: Navigator partners should be engaged for the evaluation. Certified Application Counselors are beyond the scope of the evaluation.

Q: What role do you prefer that MNsure, grantees or navigator organizations play in helping us reach consumers for this study?

A: They will likely play a very important role in helping reach consumers.

Q: Does contact information exist for consumers?

A: If the need is identified through the selected evaluator's proposal, this information may be made available.

Q: Are there any existing evaluation tools being used by MNsure? (e.g., consumer satisfaction surveys, navigator feedback surveys) If yes, would we have access to those tools/data?

A: There are not specific tools at this time. This is something we hope to build through this process. We do connect with navigators during a conference call every two weeks.

Q: What existing data systems will be accessed for this project? Do you anticipate any challenges with accessing data?

A: See answers above.

Q: Does data exist about the following?:

- **Whether consumers worked with navigators when enrolling**
- **Which navigator organization consumers worked with**
- **Time on site/time in application process**
- **Numbers of people who chose to enroll/not enroll**
- **Navigator and grantee activities (services provided and outreach methods)**

A: A majority of this data exists and will be made available to the selected vendor.

Q: What systems are in place to track the activities of the MNsure organizations?

A: MNsure Outreach and Infrastructure grantees submit monthly reports and quarterly requests for payment. MNsure tracks navigator-assisted enrollments using the online application or paper application.

Q: Please confirm that state anticipates the successful bidder will conduct surveys of and/or focus groups with the following organizations/individuals:

- **Lead navigator organizations? (Please confirm there are 41 contacts)**
- **Individual navigators? (If so, how many are there?)**
- **Successful MNsure enrollees? If so:**
- **People who were unsuccessful in enrolling? If so:**
- **Approximately how many individuals would this list include?**
- **Do you know why individuals were unsuccessful?**
- **Does the State have this information or would the vendor need to work with the 41 navigator organizations?**

A: At minimum MNsure anticipates the evaluator will work with navigator organizations and individuals, and grantee organizations. Individual consumer contact will depend on the objectives and mechanisms proposed by the vendor.

Q: Are there other organizations you believe we should outreach? MNsure employees, key partners (e.g., payers), etc.? If so, please describe. Does the state have complete lists for each group?

A: MNsure will have a complete list of staff contacts and other organizations as needed. It is not anticipated that the vendor will need to reach out to organizations other than grantees and navigator organizations.

Q: By group (e.g., navigator organizations, navigators, enrollees, unsuccessful enrollees), what contact information do you have for each of the groups?

- **Email address**
- **Home phone number**
- **Mobile phone number**
- **Address – work or home?**
- **Other, please describe**

A: A majority of this data exists and will be made available to the vendor, depending on the scope of the evaluation.

Q: Are there state or federal enrollee privacy requirements that the successful bidder would need to accommodate while conducting a poll of enrollees?

A: Yes, the vendor will have to comply with federal and state law regarding data privacy and security.

Proposal Content and Vendor Selection

Q: The RFP does not specify a dollar value for this contract, but can the state provide a general estimate of what has been budgeted for this and/or a maximum contract value?

A: The maximum budget for this evaluation is \$200,000.

Q: What is the budget range for this project?

A: See above.

Q: Cost: In what level of detail and what format would you like the cost information to be submitted?

A: Please see Proposal Sections and Content Requirements of the RFP.

Q: What skills or qualities are particularly important in the consultant you select?

A: The vendor should have strong data analysis, focus group facilitation, survey development and implementation, report writing, and presentation skills.

Q: Have you worked with other consultants in the past on similar work? Do you have any lessons learned that could inform our working relationship?

A: MNsure has worked with several consultants on a variety of initiatives and would be willing to discuss those with the selected vendor after a contract is awarded.

Q: In the Proposal Sections and Content Requirements, the RFP states that the proposal must not include any information that is not requested, such as marketing materials, etc. Could you clarify whether or not the following may be included? (1) a cover letter; (2) a company designed cover page; (3) logos or images embedded within the requested content (4) Letters of Recommendation or any work samples/finalized reports

A: 1) Section 1 of the RFP proposal requires a cover page that identifies the information MNsure requires. A separate cover letter would be redundant and should not be included. 2) Including a company-designed cover page for Section 1 would be permissible. 3) Logos or logos embedded with the required content is permissible. 4) Letters of Recommendation should not be included. Section 2 of the RFP proposal identifies the references information required. Therefore, separate letters should not be included. Work samples and finalized reports should not be included in the proposal. If a vendor is selected for an interview, it is likely MNsure will ask for samples of work products and reports to be provided at the time of the interview.

Q: In Section 2, Part 4, the RFP states “explain why your organization can meet or exceed the financial demands necessary to complete the project.” Will providing our most recent financial statement meet this requirement? If not, what is MNsure looking for in the response to this statement?

A: MNsure is looking for RFP responders who demonstrate they can fulfil the obligations of this RFP while simultaneously managing the proposed project budget. Please describe how your organization is experienced at doing this and include a copy of your most recent financial statement.

Q: Double-spacing is indicated for the narrative about the financial demands and for the methodology. Are there any spacing requirements for the other parts?

A: Please follow the double spaced requirement throughout.

Other

Q: MNsure organization and marketing contracts – will the contracts be available for the selected bidder to review?

A: The marketing contract is not available at this time but we anticipate it will be executed and available within a short period following execution of this contract.