



**RHODE ISLAND HEALTH CENTER ASSOCIATION  
Outreach and Enrollment Support Program**

**Request for Proposals – NAVIGATOR ENTITIES**

**Introduction**

The Rhode Island Health Center Association (RIHCA), under its Outreach and Enrollment Support Program (OESP) Network Manager contract with the State of Rhode Island, on behalf of the Division of the Rhode Island Health Benefits Exchange (Exchange) and the Executive Office of Health and Human Services (EOHHS), is soliciting proposals from qualified entities who wish to enter into a subcontract with RIHCA to provide community-based outreach, and application and enrollment assistance to individuals and families wishing to enroll in health coverage through the Exchange. The contract period will begin on October 1, 2017 and end on August 31, 2018. Contracts may be renewed for up to three 12-month periods depending on subcontractor performance and availability of funds.

**Background**

Rhode Island operates a health benefits exchange in accordance with the Patient Protection and Affordable Care Act (ACA) for the purpose of providing individuals, families and small businesses with affordable access to Qualified Health Plans (QHPs). The 2017 open enrollment period will begin on November 1<sup>st</sup> and is expected to end on December 31<sup>st</sup>.

The ACA requires state-based exchanges to establish a navigator program to assist prospective enrollees with understanding the availability of coverage through the exchange, including the availability of advance premium tax credits and cost-sharing subsidies, and eligibility for Medicaid and CHIP. Rhode Island's Outreach and Enrollment Support Program, with RIHCA as Network Manager, will include both Navigators and Assisters. While both roles will provide for a "no wrong door" approach and will educate and assist anyone presenting or requesting their services, this request for proposals will ultimately lead to the selection of two entities interested in identifying and managing staff who will act in a Navigator capacity for their organizations.

Navigators will conduct public education activities across the state to raise awareness of the Exchange and the QHPs as well as publically-funded insurance. All information that the Navigators provide will be unbiased and impartial, and they will sign a statement pledging their impartiality. They will actively reach out into the community, attending and participating in key community events and appearing at venues where individuals and families are most likely to seek information. Particular emphasis will also be placed on outreach efforts to identify and enroll the approximately 43,000 Rhode Islanders who remain uninsured. The demographics of this population are:

- Hispanics/Latinos

- Minority males, ages 19–44
- Childless adults
- Rhode Islanders not born in the US

Navigators will distribute information concerning enrollment in QHPs, premium tax credits and cost-sharing reductions and publically-funded health insurance, and will facilitate enrollment via demonstrations of how to sign into the Exchange, obtain needed information, and enroll. They will also assist anyone who would like to submit an application at that point. Any outreach activities conducted by Navigators shall be coordinated with existing Exchange outreach efforts.

Navigator agencies will be required to make available a minimum of two of their trained Navigator staff to provide support at HSRI community enrollment events during the open enrollment and special enrollment (e.g., non-open enrollment) periods.

Starting in 2018, Navigators will also be expected to provide customers with post-enrollment assistance. This includes assistance with:

- understanding eligibility appeals (though not representing the consumer in the appeal);
- filing shared responsibility exemptions;
- providing basic information regarding the reconciliation of premium tax credits; and,
- understanding basic concepts and rights related to using health coverage.

Navigator entities will be responsible to collect and report specific data points related to enrollments and customer contacts, and to identify a point of contact for this reporting function.

### **Minimum Requirements**

It is RIHCA's intent to contract with two Navigator entities. The successful organizations will have state-wide reach, be trusted by the community and have experience working with and reaching out to all populations, regardless of their income or demographics.

The selected entities will be responsible for determining the number of Navigators needed to fulfill the terms of the contract and will be expected to provide their Navigators with any technological or other equipment/supplies necessary to carry out Navigator activities. All Navigators will be required to attend an initial training provided by RIHCA, and successfully complete certification testing.

The Navigator entities will be required to secure appropriate liability insurance for the accidental or intentional acts of employees that cause or could potentially cause harm to enrollees or prospective enrollees. Participation by the entities in periodic meetings with RIHCA OESP staff to review performance and discuss successes and opportunities for improvement is also required.

### **Funding**

Monthly payments will be \$3,125 per entity.

**Evaluation and Selection**

RIHCA's review team will evaluate all proposals that are complete and submitted on time. The two entities providing the most thorough responses and who best meet the criteria stated above will ultimately be selected.

**Questions?**

- Between September 5<sup>th</sup> and September 11<sup>th</sup>: please contact Mary Evans at [mevans@rihca.org](mailto:mevans@rihca.org)
- On September 12<sup>th</sup>: please contact Jane Hayward at [jhayward@rihca.org](mailto:jhayward@rihca.org)

**Proposal Submission**

Responses should be emailed to: [info@rihca.org](mailto:info@rihca.org)

**Complete responses to the Technical Proposal are due no later than 5:00 PM on Tuesday, September 12, 2017.**