

## Member Engagement Platform with SMS Service Provider

### RFP Questions Submitted

- 1. Please confirm the lines of business this RFP covers? Is it Medicare, Medicaid and commercial?**  
Community First Health Plans (Community First) currently has the following lines of business: Medicaid, Medicare, Commercial, and Exchange/Marketplace.
- 2. Can you break down the membership by line of business?**  
Community First currently has the following approximate membership by line of business:  
Medicaid = 176,000  
Medicare = 13  
Commercial = 19,000  
Exchange/Marketplace = 420
- 3. What is the desired go-live date for the program?**  
Community First would like to launch Phase 1 of the program by December 1, 2022.
- 4. What is the desired contract length?**  
Community First would like the contract length to be three years with option to renew two additional terms.
- 5. For access to provider visits, vaccinations, prescription drugs, lab results and service plans and ISPs, is it the desire of CFHP to utilize API services to pull the information from your internal systems or your EMR?**  
Community First would like the information pulled from either our internal systems or from our third-party secure Member portal.
- 6. For features such as search for providers, request PCP, update security profile, including modifications to demographics and reset of application password, is it the desire of CFHP to utilize API services to pull the information from your internal systems or your EMR?**  
Community First would like the information pulled from either our internal systems or from our third-party secure Member portal.
- 7. Does CFHP have a current Health Risk Assessment (HRA)?**  
Community First currently has a contract with a third-party vendor for an HRA. This contract is scheduled to expire on December 31, 2022.
- 8. Does CFHP have a current mock-cahps solution?**  
Community First does not currently have a mock CAHPS solution.
- 9. Is a current vendor providing services described in this RFP?**  
Community First has a temporary agreement for SMS services for pregnant members only. Community First also utilizes a third-party platform for email marketing.
- 10. What EMR does CFHP utilize and is there a desire to integrate into this program?**  
Community First utilizes ZeOmega Jiva. On January 1, 2023, Community First will go live with a new clinical EMR, Cognizant, Clinical Care Advance module. Data from the clinical EMR system would need to integrate into this program.
- 11. Is there a need to support members within the program via live customer service agents? Or will that be handled by CFHP?**  
Community First would like to view all options vendors have for live customer service agents to support Members.

- 12. Should RFP responses be packaged as separate attachments and labeled by tab? Should all original pages of the RFP be included as well?**  
RFP responses can be packaged as one document and labeled by tab. Yes, original pages of the RFP should be included in the final submission. Responses should be clearly annotated to match the question it's responding to.
- 13. Page 4, First para: "Services should also include the ability to integrate with third party vendors that use evidence-based self-management tools as needed" – Who are the third party vendors to be integrated?**  
If a vendor does not provide self-management tools, Community First would like to know if the vendor has the ability to integrate with other third-party vendors to meet our requirements. Examples of possible third-party vendors would include: My Fitness Pal, Runkeeper, and other Health & Wellness tools. Community First does not currently work with these third-party vendors.
- 14. Page 11, TAB 2: Can you please share the Standard Terms and Conditions document?**  
The Terms and Conditions document was posted online along with the RFP. Here is a direct link to it.  
<https://communityfirsthealthplans.com/wp-content/uploads/2022/07/RFP-CommunityFirstHealthPlans-TermsAndConditions.pdf>
- 15. Page 12, TAB 3: We have proprietary software for Member Engagement. Should we still complete Section III Good Faith Report if we do not intend to subcontract?**  
If a vendor does not intend to subcontract, please provide a detailed statement. The vendor will not need to complete the report.
- 16. Page 19, Bullet 14: What is the expectation around desktop? Do you need a member portal?**  
The term "desktop" in this RFP means the ability for a member to access this information from a desktop computer, not that a desktop application must be downloaded onto their computer. Community First already has a secure Member Portal.
- 17. Page 19, Bullet 14: What are the source systems for Member's Health Benefit Information? What form of integration is supported by source system(s)?**  
Community First is interested in understanding what requirements a vendor has in order to display this information. Source systems could be Cognizant QNXT or a tunnel/link to our current secure Member Portal where that information already exists.
- 18. Page 19, Bullet 14: "Request a PCP" – What is the target system for this request? What form of integration is supported by the target system(s)?**  
Through this platform, a Member should be able to fill out a form to request a PCP. A notification and that Member's secure information must be routed to our Member Services Department so a representative can assist with that request.
- 19. Page 19, Bullet 14: Will you provide the Spanish content for the mobile app?**  
Vendors should explain the process and expectations for getting Spanish content on the mobile app. If Community First is responsible for providing Spanish content, then please describe that expectation.
- 20. Page 18, Bullet 6: Does the respondent have to be NCQA accredited? Can we get accredited in the first year after the award of the contract?**  
Community First's preference is that a vendor already be NCQA accredited. If a vendor is not accredited, describe the plan and timeline to become accredited.
- 21. Page 22, Point 2: What are the secure portal requirements for the new system – member, provider, others? What are the current portals to be transitioned? Can you detail the technology used by current**

**portals? How many members, providers, CFHP and other users are on the current portals?**

Community First is interested in understanding an overall process for transition for informational purposes only.

**22. Page 23, Point 14: Can you share details on the size of the data to be converted? What is the technology where the current data is housed? What scope of data cleansing do you anticipate with your current data?**

This is a new service for our organization. Based on our membership listed under response #2, we anticipate email addresses or phone numbers for Members will be converted. We do not have all addresses currently stored, however, we anticipate some data conversion will occur based on the current information stored in our core system.

**23. Page 24, Point 39: What interactive tools will the Member Engagement Platform integrate for electronic approvals and signatures? Are these systems internal to CFHP?**

Community First is interested in knowing if vendors have any interactive tools to collect electronic signatures for Members. This could be useful for reporting to state and other regulatory agencies if available.

**24. Page 26, Point 15: Can you give an example of a state or federal mandate associated with the functionality of the Member Engagement Platform?**

Below is an example of requirements HHSC has outlined for the mobile app:

Language regarding Smart Phone Application from HHSC SOW:

**SMART PHONE APPLICATION**

The MCO must agree to facilitate access to selected data in the MIS through secure communications between a Smart Phone Application (App) and the MIS. All functionality in the App must be HIPAA compliant, including offline storage of Member data on the Member's device. Offline storage is not required by HHSC.

The MCO must ensure Members are required to authenticate themselves to the MIS using multi-factor authentication such as providing their Primary Account Numbers (PAN) or usernames and Personal Identification Numbers (PIN) or passwords through secure connection between the Members' smart phones and the MIS. The MCO must ensure the App meets industry standards for secure data transmission and must be approved by HHSC.

The MCO must provide the App for web services and platforms (e.g. iOS, Android, and web) as directed by HHSC. The MCO must ensure that, upon successful verification of the PAN (or username) and PIN (or password), the App securely provides users the following features that allow users the ability to:

1. View current case and personal information, including:
  - a. Provider visits;
  - b. Vaccinations;
  - c. Prescription drugs;
  - d. Lab results; and
  - e. Service Plans and ISPs;
2. Search for Providers;
3. Request a PCP; and
4. Update their security profile, including modification to demographics and reset of application password.

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**25. Page 27, User Training: How many users do you anticipate for the Member Engagement Platform?**

A variety of Community First departments will need to be trained on the platform. We estimate 25 Community First staff will need training.

**26. Page 30, Point 18: Can you elaborate on this requirement? What are the major functional units of the organization?**

Various departments at Community First may need to run reports for the platform. Vendors should describe

the types of reports available for Community First, and if any reports can be customized. Will Community First be able to run our own reports, or will the vendor have to provide them? Some of the departments that will use this platform will be Population Health Management, Corporate Communications & Experience, Compliance & Risk Management, and Information Systems.

**27. Page 33, Point 14: Will the Member Engagement Platform need to replicate all member information, including termination dates?**

The platform should only replicate the Member information outlined in the RFP.

**28. Page 40, Point 6: Will you substitute HITRUST certification for SOC 2 requirement?**

Community First will accept HITRUST certification.

**29. How does CFHP envision the proposed Member Engagement Platform interacting with their current systems?**

Community First envisions the proposed Member Engagement Platform to supplement our current secure Member Portal.

**30. What is the anticipated number of CFHP members that the Member Engagement Platform will outreach? What is the anticipated growth over the next three years?**

Community First currently has 195,000 Members. We are expecting to reach 20-25% percent of these Members to access the platform based on best practice standards, and plan to increase that percentage year over year.

**31. How will CFHP members be provisioned on the Member Engagement Platform? Which system will support member authentication?**

Community First will supply Member contact information for initial outreach to acquire opt-in verification. Vendors should describe their suggested process for Member authentication.

**32. How many CFHP users will the new Platform have?**

We are expecting to reach a percentage of 195,000 members to access the platform based on best practice standards.

**33. Are there SLAs to be adhered to for the new system?**

Vendors should submit their standard SLA for Community First to review and revise if needed.

**34. Will Providers be using the Member Engagement Platform? What is the anticipated functionality for Providers?**

Community First does not plan to have Providers use this platform. Vendors may describe potential features for Providers if it can impact Member Engagement for our future consideration.