**STATE OF MAINE REQUEST FOR INFORMATION**

**RFI AMENDMENT # 2 AND**

**RFI SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFI NUMBER AND TITLE:** | 202309198 MaineCare Member Services Call Center |
| **RFI ISSUED BY:** | Department of Health and Human Services, Office of MaineCare Services |
| **SUBMITTED QUESTIONS DUE DATE:** | September 28, 2023, no later than 5:00 p.m., local time |
| **AMENDMENT AND QUESTION & ANSWER SUMMARY ISSUED:** | November 1, 2023 |
| **RESPONSE DUE DATE:** | November 9, 2023, no later than 5:00 p.m., local time ***(as amended)*** |
| **RESPONSES DUE TO:** | [brittany.hall@maine.gov](mailto:brittany.hall@maine.gov) |
| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** | |
| **DESCRIPTION OF CHANGES IN RFP:**   1. **Appendix A** is replaced in its entirety. | |
| **REVISED LANGUAGE IN RFP:**   1. **Appendix A** is replaced with**:**   **The amended response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.** | |

**Provided below are submitted written questions received and the Department’s answers**

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| **1** | **RFI Section & Page Number** | **Question** |
| Not provided | Can you confirm for this RFI if you need agents to answer calls or just need technology to assist the agents you have? |
| **Answer** | |
| The Department would require agents to answer calls. | |

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| **2** | **RFI Section & Page Number** | **Question** |
| Not provided | If this RFI greenlights a solicitation, what is the estimated timeframe for procurement? |
| **Answer** | |
| The Department does not currently have a timeframe for issuing a competitive procurement. | |

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| **3** | **RFI Section & Page Number** | **Question** |
| Not provided | What is the anticipated contract value? |
| **Answer** | |
| The Department declines to answer. | |

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| **4** | **RFI Section & Page Number** | **Question** |
| Not provided | 1. Is there a current vendor providing these services? 2. If so, how may I obtain copies of any incumbent documents? |
| **Answer** | |
| 1. Yes, Gainwell Technologies. 2. All Department contracts may be obtained through the [Maine Freedom of Access Act](https://www.maine.gov/foaa/). | |

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| **5** | **RFI Section & Page Number** | **Question** |
| Response Submission, p 1. | Please update question 2 (experience in providing Neurobehavioral Treatment Services) to align with the MaineCare Member Services Call Center RFI. |
| **Answer** | |
| Refer to the amended language at the beginning of this document. | |

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| **6** | **RFI Section & Page Number** | **Question** |
| Not provided | What will the Hours of Operation for the call center be? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined the hours of operation for a call center. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **7** | **RFI Section & Page Number** | **Question** |
| Not provided | Is this strictly onshore or can we use offshore? |
| **Answer** | |
| All production data must remain in and be accessed only in the continental United States. | |

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| **8** | **RFI Section & Page Number** | **Question** |
| Not provided | What % of call flow will we be getting?  (All calls, overflow, etc.) |
| **Answer** | |
| The Department cannot predict the percent of call flow at this time. | |

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| **9** | **RFI Section & Page Number** | **Question** |
| Not provided | Current KPIs and target KPIs for new call center? |
| **Answer** | |
| As this is a Request for Information, the Department declines to provide the current key performance indicators (KPIs). The Department has not determined what target KPIs will be required for a new call center. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **10** | **RFI Section & Page Number** | **Question** |
| Not provided | Will we be doing training for call center associates? Will we be creating the training? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined training requirements. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **11** | **RFI Section & Page Number** | **Question** |
| Not provided | Can the other questions and answers be shared with everyone? |
| **Answer** | |
| Refer to Part III, A.2. of the RFI. | |

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| **12** | **RFI Section & Page Number** | **Question** |
| Not provided | What is the current telephony system? |
| **Answer** | |
| As these are contracted services the Department does not have this information. | |

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| **13** | **RFI Section & Page Number** | **Question** |
| Not provided | Do the call center associates need to be in Maine? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined where call center associates must be located. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **14** | **RFI Section & Page Number** | **Question** |
| Page 7 | “In addition, the Department’s Office of Family Independence (OFI) may join a procurement in order to augment its call center team and to procure a new telephony system”.  Please describe the current telephony system and specific characteristics Maine is looking to improve upon with a new system. |
| **Answer** | |
| Currently, OFI uses the State’s enterprise Avaya system to administer a Statewide call center. The Department has not determined specific characteristics to improve upon with a new system and seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **15** | **RFI Section & Page Number** | **Question** |
| Page 7, B. | “ 2) focus on augmentation of the OFI call center team and the procurement of a new telephony system”.  What specific roles are the target of "augmentation of the OFI call center team"? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined what specific roles are the target of augmentation. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **16** | **RFI Section & Page Number** | **Question** |
| Page 8, B,i | “What information would be needed from MaineCare to support the capability to manage the printing and distribution of member ID cards”?  Please describe the current process of how this is currently handled. Please provide any specifications relative to stock, lamination, etc. that ID cards are required to be printed on. |
| **Answer** | |
| Currently, Conduent State & Local Solutions, Inc. through the Department’s Electronic Benefits Transfer (EBT) Services contract, manages the printing and distribution of member ID cards. | |

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| **17** | **RFI Section & Page Number** | **Question** |
| Page 8, B, k. | “What should be standard practice regarding staff training and staff retention”.  Please describe the current process for training new staff and providing training for existing staff. Also, please share attrition rates, historical and current. |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **18** | **RFI Section & Page Number** | **Question** |
| Page 8, B. 2 | “OFI seeks information related to the augmentation of its call center team and procurement of a new telephony system”.   1. Please describe the areas of OFI's current call center team in need of augmentation. Specifically, the number and quantities of roles where assistance is needed. 2. Also, please provide as much detail as possible, relative the preferred telephony system OFI is seeking to procure. Does the state prefer a Commercial off the Shelf (COTS), web based solution? |
| **Answer** | |
| 1. As this is a Request for Information, the Department declines to answer. 2. As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **19** | **RFI Section & Page Number** | **Question** |
| Page 8, B | “The Department’s has two (2) goals: 1) to provide a high-quality member experience through its Member Services Call Center and 2) focus on augmentation of the OFI call center team and the procurement of a new telephony system”.  For research purposes, will the state provide the incumbent name for the current MaineCare Call Center Provider? |
| **Answer** | |
| Gainwell Technologies | |

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| **20** | **RFI Section & Page Number** | **Question** |
| Not provided | Can you provide a list of current technology that MaineCare presently uses, specifically:   1. What is the current call center telephone system 2. Do you presently have an IVR or other self service technology 3. Do you presently use digital channels such as text or chat to communicate with members? 4. What is the system that maintains the member information?  (name, address, chronic conditions, other Medicaid coverage information) |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **21** | **RFI Section & Page Number** | **Question** |
| Not provided | How many people (Call center agents) are currently staffed? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **22** | **RFI Section & Page Number** | **Question** |
| Not provided | Are you looking for technology only, Technology and management, full outsource including rebadging current employees and running the entire center? |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **23** | **RFI Section & Page Number** | **Question** |
| Not provided | Do the current agents work from home or are they in an office setting? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **24** | **RFI Section & Page Number** | **Question** |
| Not provided | Does the state have the need to engage the member in the home or in the community to do assessments and/or care management? |
| **Answer** | |
| No. | |

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| **25** | **RFI Section & Page Number** | **Question** |
| Not provided | Do you engage with 211 services? |
| **Answer** | |
| No. | |

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| **26** | **RFI Section & Page Number** | **Question** |
| Part II, B, 2.c (page 8) | Can the State please clarify what is meant by “user programmable parameters”? |
| **Answer** | |
| The ability on the part of the Department to make changes to permissions, certain settings, and run reports without needing to cut a ticket with the vendor. | |

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| **27** | **RFI Section & Page Number** | **Question** |
| General Information, Question 2 | Can the State please expand on the following: Identify the organization/individual’s experience in providing Neurobehavioral Treatment Services that meet the needs identified in the RFI.  We saw this question also in RFI #202309197 Neurobehavioral Treatment Services and wanted to confirm that it was in fact relevant to RFI#202309198 MaineCare Member Services Call Center as well. |
| **Answer** | |
| Refer to the amended language at the beginning of this document. | |

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| **28** | **RFI Section & Page Number** | **Question** |
| N/A | Can the state please provide the number of call center representatives in the Office of Family Independence (OFI)? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **29** | **RFI Section & Page Number** | **Question** |
| N/A | Would the State envision moving the existing OFI call center representatives to the new member services call center, or would those resources be utilized for different work within the state? |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **30** | **RFI Section & Page Number** | **Question** |
| N/A | What telephony and IVR solution is used within OFI use today? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **31** | **RFI Section & Page Number** | **Question** |
| N/A | Can the State please provide an estimated date for responses to questions? |
| **Answer** | |
| N/A | |

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| **32** | **RFI Section & Page Number** | **Question** |
| Part I, A (page 5) | 1. If an RFP is issued in the future and OFI participates in the procurement, can the State please provide more information around the envisioned structure? 2. Is the expectation that there be one system in place and one point of contact from both state and vendor side? 3. Will call center representatives be shared? 4. Is there a need for cross-functional training to staff? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined the future of a new call center. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **33** | **RFI Section & Page Number** | **Question** |
| N/A | Can the State please provide the following annual call volume for the OFI call center (volume pre and post PHE are helpful), interaction volumes by channel (voice, chat, e-mail), and average handle time for calls (by channel if possible)? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **34** | **RFI Section & Page Number** | **Question** |
| N/A | Is the state interested in only the issuance of the ID cards or are you interested in the inclusion of a joint mailroom/central correspondence for the Member Services Call Center? |
| **Answer** | |
| Ideally a joint mailroom/central correspondence as part of the Member Services Call Center. | |

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| **35** | **RFI Section & Page Number** | **Question** |
| N/A | What role does the State see the existing MyMaineConnection portal playing in the new Member Services Call Center? |
| **Answer** | |
| The Department does not anticipate the MyMaineConnection portal to have any functions/roles related to the Member Service Call Center. | |

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| **36** | **RFI Section & Page Number** | **Question** |
| N/A | Can the State please provide information on what call center tools, and applications are used by the Call Center Representatives at OFI? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **37** | **RFI Section & Page Number** | **Question** |
| Section B “N/A” for pg. # | What is the current ACD/IVR system being used? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **38** | **RFI Section & Page Number** | **Question** |
| Section B “N/A” for pg. # | What is the current CRM or ticket system? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **39** | **RFI Section & Page Number** | **Question** |
| Section B “N/A” for pg. # | What is currently in place for KB? |
| **Answer** | |
| Calls related to Katie Beckett are managed under contract with Acentra/Kepro. | |

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| **40** | **RFI Section & Page Number** | **Question** |
| Section B “N/A” for pg. # | Are there any limitations (system or other) that could affect integration opportunities? |
| **Answer** | |
| Limitations that might affect integration opportunities would be shared during a future RFP process. | |

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| **41** | **RFI Section & Page Number** | **Question** |
| Section B “N/A” for pg. # | What are the current options available to contact the service center? |
| **Answer** | |
| Phone and email | |

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| **42** | **RFI Section & Page Number** | **Question** |
| PART I INTRODUCTION  Purpose and  Background, page 5 | Is this RFI for both the Office of Maine Care Services (OMS) and Office of Family Independence (OFI)? |
| **Answer** | |
| Yes. | |

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| **43** | **RFI Section & Page Number** | **Question** |
| PART II INFORMATION SOUGHT  Feedback Requested  (#1 on Page 7) | How many staff members are currently supporting the front-line function for OMS and OFI? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **44** | **RFI Section & Page Number** | **Question** |
| PART II INFORMATION SOUGHT  Feedback Requested (#1 E on Page 8) | What county or part of the state of Maine is the government anticipating the client facing call center to be located? |
| **Answer** | |
| The Department anticipates the location of a call center would be determined during a future RFP process. | |

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| **45** | **RFI Section & Page Number** | **Question** |
| Part I. A; Page 5 | Will any provider calls be received and handled by the member call center? |
| **Answer** | |
| No. | |

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| **46** | **RFI Section & Page Number** | **Question** |
| Part I. A; Page 5 | Would the telephony system for the member services call center and the OFI telephony augmentation system be shared/integrated? |
| **Answer** | |
| As this is a Request for Information, the Department has not determined shared integration between the OMS and OFI systems. The Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **47** | **RFI Section & Page Number** | **Question** |
| Part I. A; Page 5 | Would the member services and OFI augmentation staff be shared resources and/or cross-trained on both functional areas? |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **48** | **RFI Section & Page Number** | **Question** |
| Part II. B2; Page 8 | Does DHHS envision a WFM function for “ongoing staff monitoring and system tech support”? |
| **Answer** | |
| Ideally. | |

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| **49** | **RFI Section & Page Number** | **Question** |
| Appendix A | Please confirm that we are to replace the requirement in Appendix A, Section A.2 “Identify the organization/individual’s experience in providing Neurobehavioral Treatment Services that meet the needs identified in the RFI” with the requirement in the RFI under Part II, Section A.2 (pg.7), “Identify the organization/individual’s experiences in providing Member Services Call Center functions for Health insurance and/or Medicaid/Medicare programs.” |
| **Answer** | |
| Please refer to the amended language at the beginning of this document. | |

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| **50** | **RFI Section & Page Number** | **Question** |
| Not provided | An outsourced call center vendor would need to understand MaineCare’s MMIS architecture and interface capabilities (API or custom). Who is the vendor for MaineCare’s HealthPAS? |
| **Answer** | |
| Gainwell Technologies | |

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| **51** | **RFI Section & Page Number** | **Question** |
| Question B.1.a. | References CMS certification requirements to secure enhanced federal funding relative to the Department’s Medicaid Enterprise Systems. We are presuming the certification requirements relative to call center services would be associated with HIPAA privacy and security concerns. Is this correct? |
| **Answer** | |
| Yes, as well as the proposed technology. | |

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| **52** | **RFI Section & Page Number** | **Question** |
| Question B.1.h. | 1. How does MaineCare receive, track, and investigate complaints today? Are there documentation and reporting tools in place? 2. What types of complaints would an outsourced call center be expected to field? 3. Would the vendor be expected to also investigate complaints or simply document and track them? |
| **Answer** | |
| 1. Complaints come directly to MaineCare Provider Relations Specialists, by way of the existing member call center, and through Constituent Services through Commissioner or Governor’s office. 2. The Department would expect a member services team to be trained in all levels of member concerns as well as research and resolution. 3. To fully and effectively implement an outsourced member services team, investigation, documentation, and resolution of the complaint, as well as outreach to the member are expected to be conducted. | |

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| **53** | **RFI Section & Page Number** | **Question** |
| Question B.1.m | Please confirm that multimodal communication is referencing methods for communicating with individuals who have complex communication needs such as being unable to communicate through spoken language. |
| **Answer** | |
| Yes, in addition to incorporating a variety of communication methods such as email, regular mail, or phone. | |

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| **54** | **RFI Section & Page Number** | **Question** |
| Question B.1.n. | 1. How is MaineCare measuring/monitoring call center quality today? 2. Are there performance metrics in place? |
| **Answer** | |
| 1. Quality scorecard, completed via State staff call monitoring. 2. Yes. | |

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| **55** | **RFI Section & Page Number** | **Question** |
| NA | Is this RFI focused on Contact Center technology to support State of Maine Staff, to enhance operations or outsource these functions to a third party to operate on behalf of? |
| **Answer** | |
| The intent of this RFI is to determine to best options for the Department to outsource these functions to a qualified vendor. | |

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| **56** | **RFI Section & Page Number** | **Question** |
| NA | How many agents and supervisors currently support the Contact Center? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **57** | **RFI Section & Page Number** | **Question** |
| NA | How many calls either per day, week, month, or year does the Contact Center receive? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **58** | **RFI Section & Page Number** | **Question** |
| NA | 1. Please provide the name of the CMS and databases the Contact center interacts with; this will help understand integration capabilities to provide a more efficient patient journey. 2. Are these cloud based or on premise, to help us understand connectivity? |
| **Answer** | |
| 1. HealthPas 2. Cloud based. | |

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| **59** | **RFI Section & Page Number** | **Question** |
| NA | Who will use the solution beyond the customers? State staff, vendor staff or both? |
| **Answer** | |
| Both. | |

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| **60** | **RFI Section & Page Number** | **Question** |
| NA | Is the current contact center staffed by state staff or vendor staff? |
| **Answer** | |
| Call centers are currently staffed by a mix of state and vendor staff. | |

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| **61** | **RFI Section & Page Number** | **Question** |
| NA | Can you describe the additional benefits to MaineCare, that a call center solution which could provide a smoother integration with reporting for accounting and your CMS systems would bring to MaineCare? |
| **Answer** | |
| The Department issued this Request for Information (RFI) as a tool to gather information in order to standardize and improve the MaineCare Member Services Call Center functions. The Department requests interested parties to provide a response to this question in order to assist the Department in understanding a better/more efficient solution for the operation of its Member Services Call Center. | |

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| **62** | **RFI Section & Page Number** | **Question** |
| NA | How would a HIPAA secured video solution help you meet your goal to provide "On-time implementation of stage two of Electronic Visit Verification for Hospice and Home Health"? |
| **Answer** | |
| This RFI does not request information related to Electronic Visit Verification for Hospice and Home Health. | |

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| **63** | **RFI Section & Page Number** | **Question** |
| B Feedback Requested P7 | Can you provide what communication platform(s) are under consideration for the member services (what PBX brand?) |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **64** | **RFI Section & Page Number** | **Question** |
| B Feedback Requested P7 | Will the new telephone system be in the cloud, on premise or hybrid |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **65** | **RFI Section & Page Number** | **Question** |
| B Current Conditions P5 | How many ports (channels) does the current AVR (IVR) provide to the contact center today? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **66** | **RFI Section & Page Number** | **Question** |
| B Current Conditions P5 | How many live agents are currently employed? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **67** | **RFI Section & Page Number** | **Question** |
| N/A | Do you have any traffic volume studies that can be shared? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **68** | **RFI Section & Page Number** | **Question** |
| B Feedback Requested Bullet F P8 | The RFI calls support for up to 8 languages, aside from the obvious, caller / agent (real or virtual) real-time translation is the state open to other uses for a Global Language Assist options? |
| **Answer** | |
| The Department would consider other uses for Global Language Assist options. | |

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| **69** | **RFI Section & Page Number** | **Question** |
| B Current Conditions P5 | Member Services Health-PAS module – can you share any details about this module, database type, API availability etc. |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **70** | **RFI Section & Page Number** | **Question** |
| N/A | Regarding the new PBX search…is or will SIP compatibility be desirable |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes.. | |

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| **71** | **RFI Section & Page Number** | **Question** |
| N/A | Regarding the new PBX search…will you be wanting to provide screen pops to your agents |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **72** | **RFI Section & Page Number** | **Question** |
| Not provided | If possible, please provide historical staffing patterns for the most recent 12 months |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **73** | **RFI Section & Page Number** | **Question** |
| Not provided | Please clarify what channels (inbound/outbound voice, email, webchat, SMS/text, etc.) Maine DHHS requires at launch and if future channels may be required or are planned for the future. |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes.. | |

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| **74** | **RFI Section & Page Number** | **Question** |
| Not provided | Please provide any anticipated Key Personnel requirements. |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes.. | |

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| **75** | **RFI Section & Page Number** | **Question** |
| Not provided | Please provide an architecture diagram of all technologies supporting this scope of work including any integrations. |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **76** | **RFI Section & Page Number** | **Question** |
| Not provided | 1. Does Maine DHHS require bilingual agents and if so, what percentage? 2. What other languages require bilingual agents, if any, and what percentage/number? |
| **Answer** | |
| 1. Bilingual agents are not required, but the ability to work with interpreter services will be required. 2. N/A. | |

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| **77** | **RFI Section & Page Number** | **Question** |
| Not provided | Please provide current labor categories and staffing ratios if any. |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **78** | **RFI Section & Page Number** | **Question** |
| Not provided | Please provide the place of performance. |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **79** | **RFI Section & Page Number** | **Question** |
| Not provided | Please clarify if Maine DHHS will accept a hybrid or work from home solution. |
| **Answer** | |
| As this is a Request for Information, the Department seeks information regarding operation of a Member Services Call Center and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. | |

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| **80** | **RFI Section & Page Number** | **Question** |
| Not provided | Please clarify if there will be an in state preference if any. |
| **Answer** | |
| The Department anticipates the location of a call center would be determined during a future RFP process.. | |

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| **81** | **RFI Section & Page Number** | **Question** |
| Not provided | What is the size and make-up of the team currently serving this scope of work? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **82** | **RFI Section & Page Number** | **Question** |
| Not provided | 1. Does Maine DHHS anticipate/forecast significant changes to the call volumes? 2. Please provide historical call volume reports with distribution patterns for FY2022 and/or the most recent 12 months. |
| **Answer** | |
| 1. No. 2. As this is a Request for Information, the Department declines to answer. | |

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| **83** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5 | 1. How many agents currently support the MaineCare Member Services Call Center, and are all agents State of Maine employees? 2. If not, what percentage are not Maine employees? |
| **Answer** | |
| 1. As this is a Request for Information, the Department declines to answer. 2. 100% | |

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| **84** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5 | Where is the MaineCare Member Services Call Center located? |
| **Answer** | |
| Augusta, ME | |

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| **85** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5 | 1. Do all staff work onsite, or are there remote and/or offshore agents? 2. If the latter, what percentage work remotely and/or offshore? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **86** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5; Part IIB, Page 7 | Can you please describe the existing technology stack, including the existing Member Services Health-PAS and Medicaid Management Systems, and any others? Specifically, can you share:   1. Type of solution – custom application, COTS solution, configured platform, etc. 2. Deployment – on-prem, in a public cloud, in a vendor datacenter, etc. 3. Integrations – what integrations exist today, which solutions does DHHS expect to integrate with the future-state telephony system? |
| **Answer** | |
| 1. The Maine Integrated Health Management Solution (MIHMS) is hosted in the Amazon Web Services (AWS) cloud. Gainwell Technologies is the fiscal agent. 2. MIHMS is an integrated solution consisting of several modules, most of which are COTS products with State specific customizations. The key modules include provider portal, core claims processing, financials, workflow process manager, reporting, letter generation, and data warehouse/decision support. 3. MIHMS has many interfaces and integration points. These include daily receipt of member demographics and eligibility from an integrated eligibility and enrollment system (managed by a separate Department office), claims from the Pharmacy Benefit Management system, prior authorizations from the mental health and substance abuse Administrative Services Organization (Acentra), and several others. | |

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| **87** | **RFI Section & Page Number** | **Question** |
| Part IIB, Page 8 | Has DHHS considered chat functionality (e.g., live agent chat) in addition to the potential for AI solutions like Chatbots? |
| **Answer** | |
| Yes. All AI solutions will require review and approval from the [Maine Office of Information Technology](https://www.maine.gov/oit/) (MaineIT) and cannot be implemented without MaineIT approval. | |

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| **88** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5 | As part of this effort, are you interested in considering expanded or different call center availability hours? |
| **Answer** | |
| Yes. | |

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| **89** | **RFI Section & Page Number** | **Question** |
| Part IB, Page 5; Part IIB, Page 8 | 1. What information does DHHS currently have related to member satisfaction, experience, and desired outcomes? 2. Is baseline performance information available? 3. Does OMS have an established set of KPIs or performance measures for member experience? For agents? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **90** | **RFI Section & Page Number** | **Question** |
| N/A | 1. Today, how are inbound calls routed to agents? 2. Is there any tiering or specialization of the agents? 3. If so, can you please share more about the structure? 4. Do agents also handle inbound emails? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |

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| **91** | **RFI Section & Page Number** | **Question** |
| N/A | How does the MaineCare Provider Enrollment call center interact with the  MaineCare Member call center, if at all? |
| **Answer** | |
| As this is a Request for Information, the Department declines to answer. | |