

CHA Specialist RFP Questions and Answers

1. Can existing CHA agencies apply?
 - a. Yes.
2. As this is a separate project from what CHA CBOs currently have, does this mean CHA CBO will have two sets of deliverables? For example, the CBO will have a baseline of X cases per month, and the CHA Specialist will have a baseline of Y cases per month.
 - a. An agency cannot be a CBO and a Specialist at the same time. If a CHA CBO applies to be a CHA Specialist and is selected, the CHA CBO will no longer be a CHA CBO and will work on deliverables only as a CHA Specialist. The new Specialist deliverables are the ones listed in the RFP and new case baselines need to be included in your proposal.
3. The RFP states that for the maximum award the Specialist would commit to serving “[a] minimum of 600 individual consumers during a 12-month contract through 50 individual assistance cases per month.” Sometimes the same consumer may have more than one health care issue with which they need assistance to resolve. In that situation, would both cases for the same consumer count toward meeting these deliverables goals or would only one case count?
 - a. We understand that consumers often reach out with numerous health care needs. You do not need to serve 600 different clients. If a consumer reaches out for assistance in April with one issue, for example, and then contacts your team again in May with a different issue, you will enter a case in April and another one in May and both will count toward the 600 cases.

We are asking for 600 cases, and each case may have multiple needs. We ask that when a consumer calls with multiple issues, one case be opened for the caller with numerous needs selected when data is entered in our Salesforce database.
4. The RFP requests that the Medicaid Specialist “[b]e ready and willing to accept a mutually agreed upon number of referrals from CSS and other CHA organizations.” Will these referrals count toward the overall number of individual

consumers/cases (set at 600 for the full grant) with which the specialist will assist during the calendar year?

- a. Yes, referrals count towards the overall number of individual cases.
5. With regards to the individual consumer cases (600/year, at a rate of 50/month), is there any breakdown of what kind of cases are expected for those numbers? In the RFP the kinds of assistance ranges from providing insurance information which could be resolved on one phone call to more time intensive cases involving appeals and potentially fair hearings. Is there any expectation regarding what the breakdown of assistance would be like, considering the range of time commitments?
 - a. We expect CHA Specialists to report a mix of information, navigation, and complex cases, with more complex cases than information and navigation. Complex cases include advice and/or representation with appeals and fair hearings. In your proposal, please specify your proposed cases baseline and the types of cases you expect to assist New Yorkers with.
6. Would the baseline number be adjusted proportionally with the award if given to two agencies?
 - a. Yes, the baseline number will be adjusted proportionately to the awarded amount.
7. If a CHA CBO is selected as the CHA Specialist agency and funding is not renewed by chance, would the CHA Specialist agency go back to being a CBO agency?
 - a. We anticipate maintaining at least two specialist agencies.
8. Does the 1 FTE need to be one staff member, or can it be split?
 - a. 1 FTE needs to be one staff member. Agencies can add additional staff members if they see fit.