

Washington Health Benefit Exchange

RFQQ 15-002 Addendum 2

May 26, 2015

TO: Potential Bidders to RFQQ 15-002
FROM: RFQQ Coordinator
SUBJECT: Addendum 2 to RFQQ 15-002 for *Second Enrollment Consumer Survey Services*
QUESTIONS AND ANSWERS

CONTENT

1. Addendum 2 – RFQQ 15-002 Vendor Questions and WAHBE Responses
2. Support Document to Vendor Questions and WAHBE Responses “Appendix 2: Summary of Completed Surveys by Strata”.

Copies of this Addendum 2 Cover Letter and the above document:

- Will be directly emailed to Vendors who have submitted a Letter of Intent; and
- Available and downloadable from WEBS

Please contact me if there are any questions concerning this Addendum 2.

Reminder that responses to RFQQ HBE 15-002 are due May 28, 2015 at 3:00 pm

Respectfully,



John Flanagan
RFQQ Coordinator
contracts@wahbexchange.org

Attachments: 2

Question Number	Document Name	Section # and Title	Page or Paragraph #	Question	Exchange Response															
1	HBE 15-002	1.4.2.2- Analytic Plan for the Individual Survey	Pg 2	<p>Can you provide us with the number of sample records available in each of the following groups?</p> <table border="1" data-bbox="500 714 1015 1411"> <thead> <tr> <th data-bbox="500 714 574 940"></th> <th data-bbox="500 940 574 1167">Total Available Records</th> <th data-bbox="500 1167 574 1411">Records with Email Addresses</th> </tr> </thead> <tbody> <tr> <td data-bbox="574 714 721 940">Began application process/did not enroll</td> <td data-bbox="574 940 721 1167"></td> <td data-bbox="574 1167 721 1411"></td> </tr> <tr> <td data-bbox="721 714 824 940">Disenrollments (voluntary and non-payment)</td> <td data-bbox="721 940 824 1167"></td> <td data-bbox="721 1167 824 1411"></td> </tr> <tr> <td data-bbox="824 714 867 940">QHP Enrollees</td> <td data-bbox="824 940 867 1167"></td> <td data-bbox="824 1167 867 1411"></td> </tr> <tr> <td data-bbox="867 714 1015 940">Washington Apple Health/Medicaid Enrollees</td> <td data-bbox="867 940 1015 1167"></td> <td data-bbox="867 1167 1015 1411"></td> </tr> </tbody> </table>		Total Available Records	Records with Email Addresses	Began application process/did not enroll			Disenrollments (voluntary and non-payment)			QHP Enrollees			Washington Apple Health/Medicaid Enrollees			<p>WAHBE is unable to provide the requested information at this time, but will provide this information to the Apparently Successful Vendor (ASV).</p>
	Total Available Records	Records with Email Addresses																		
Began application process/did not enroll																				
Disenrollments (voluntary and non-payment)																				
QHP Enrollees																				
Washington Apple Health/Medicaid Enrollees																				
2	HBE 15-002	1.4.2.2- Analytic Plan for the Individual Survey	Pg 2	<p>Can you provide us with a detailed sample breakdown from the 2014 survey? Of the 8,116 survey completes obtained in 2014, how many completes fell in the following groups?</p> <table border="1" data-bbox="1153 714 1369 1411"> <thead> <tr> <th data-bbox="1153 714 1227 871"></th> <th data-bbox="1153 871 1227 1029">Total Completes</th> <th data-bbox="1153 1029 1227 1186">Phone Completes</th> <th data-bbox="1153 1186 1227 1411">Online Completes</th> </tr> </thead> <tbody> <tr> <td data-bbox="1227 714 1369 871">Began application process/did not enroll</td> <td data-bbox="1227 871 1369 1029"></td> <td data-bbox="1227 1029 1369 1186"></td> <td data-bbox="1227 1186 1369 1411"></td> </tr> </tbody> </table>		Total Completes	Phone Completes	Online Completes	Began application process/did not enroll				<p>Please see the attachment "Appendix 2: Summary of Completed Surveys be Strata" from the 2014 survey collection.</p>							
	Total Completes	Phone Completes	Online Completes																	
Began application process/did not enroll																				

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		Disenrollments (voluntary and non-payment)			
		QHP Enrollees			
		Washington Apple Health/Medicaid Enrollees			
3	HBE 15-002			<p>Can you provide additional details of the sampling plan and data collection methodology used for the 2014 research? Specifically we are looking for</p> <ol style="list-style-type: none"> How was the data collected – telephone versus online? If mixed mode – what percent of the surveys were completed online versus by phone? What was the sequencing of the sampling process – e.g., were people initially asked to do online and then telephone follow-up or what? What were the response rates by data collection mode? What percentage of enrollees provide an email address? What percentage of enrollees provide phone numbers? 	<p>a-c: Please see the attachment “Appendix 2: Summary of Completed Surveys be Strata” from the 2014 survey collection..</p> <p>d and e: Most email addresses and phone numbers are provided as part of the application and enrollment process.</p>
4.	HBE 15-002			<p>Can you provide a copy of the final report resulting from the 2014 research?</p>	<p>Yes; the report is provided as a presentation.</p> <p>The following is a link to the presentation WAHBE used to communicate the results of the survey publicly: http://wahbexchange.org/files/5214/2300/9892/AC_Consumer_Survey_02052015.pdf</p>
5.	HBE 15-002		Pg 2	<p>On page 2 you specify analytic plan. Can you confirm and/or provide additional data as to:</p>	<p>Please see the Health Coverage Enrollment Report for the March 2015 enrollment numbers.</p>

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				<p>a. Number of applicants found eligible for individual qualified health plans but did not complete enrollment – please provide number</p> <p>b. Number of individuals newly enrolled through Healthplanfinder – confirm that number is 66,691</p> <p>c. Number of individuals who retained enrollment – confirm that number is 91,341</p> <p>i. In same qualified plan – confirm that number is 72,619</p> <p>ii. Switched to another qualified plan – confirm that number is 18,722</p> <p>d. Dis-enrollees from qualified health plans – confirm that number is 42,048</p> <p>i. Are you interested in both those who voluntarily dis-enrolled and non-payment or just voluntarily dis-enrolled</p> <p>e. Washington Apple Health Enrollees – confirm that number is 533,628</p> <p>i. Newly eligible adults – please provide number</p> <p>ii. Eligibility re-determinants – please provide number</p>	<p>While this report is a snapshot in time of enrollment, the numbers have not changed significantly since that point: http://wahbexchange.org/files/9914/2740/7310/2015 Enrollment Report 2 032615.pdf</p> <p>WAHBE will provide more details to the ASV.</p>
<p>6.</p>	<p>HBE 15-002</p>		<p>What demographic data is collected during the enrollment process and is that available for use?</p>		<p>The following factors were provided for the 2014 survey from data WAHBE has through the enrollment process:</p> <p>Gender Age Marital Status Household Size Income (% FPL) Preferred Language Area of the state (from address)</p>
<p>7.</p>	<p>HBE 15-002</p>		<p>Period of Performance: The 2014 RFP specified that there was an option to extend the contract for up to three additional years.</p>		

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<p>8.</p>	<p>HBE 15-002</p>	<p>4.1.4</p>	<p>Pg 13</p>	<p>a. Why didn't WAHBE elect this option to extend the contract? b. Was WAHBE satisfied with the quality of service / deliverables under the 2014 contract? c. Are there specific things that WAHBE would like to do differently? d. Is the previous vendor responding to this RFP?</p>	<p>a. This is not relevant to this RFQQ. b. Yes c. Yes d. Unknown at this time.</p>
<p>9.</p>	<p>HBE 15-002</p>	<p>General</p>	<p></p>	<p>Response Format: Page 13. I see specifications and scoring for vendor's proposed team and final deliverables. But I don't see anything about scoring for approach to the actual project. I see in 4.1.4 that we should submit a Work Plan and timeline but this does not appear to have any scoring attached to it. Will the Technical Merit of the proposed approach be considered in the evaluation?</p>	<p>No.</p>
<p>10.</p>	<p>HBE 15-002</p>	<p>General</p>	<p></p>	<p>• Is interviewing in Spanish or any language other than English a requirement for this survey? • What contact information will HBE be able to provide for each of the enrollee/non-enrollee subpopulations of interest (e.g. address, telephone number, email address, etc.)?</p>	<p>Yes; please see RFQQ Section 4.1.3</p>
<p>11.</p>	<p>HBE 15-002</p>	<p>General</p>	<p></p>	<p>• In order to facilitate the most reliable comparisons to the first open enrollment survey in 2014 it would be helpful to know the sample sizes that were achieved for each of the respondent subgroups of interest. Can you provide any details on the sample sizes and methodology employed in the first survey?</p>	<p>See response to 3 (d) and (e) above. See response to 3 above.</p>

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12.	HBE 15-002	General	<ul style="list-style-type: none"> Would it be possible for us to see the final report from the first open enrollment survey in 2014? 	See response to 4 above.
13.	HBE 15-002	General	<ul style="list-style-type: none"> Who was the vendor for the first open enrollment survey? 	Market Decisions Portland, ME
14.	HBE 15-002	General	<ul style="list-style-type: none"> What was the cost of the study in 2014? 	Under \$400,000
15.	HBE 15-002	1.4.2.2	<p>Analytic Plan for the Individual Survey Our understanding is that HBE will be providing the contact data for the groups defined in Section 1.4.2.2. Is that correct? If so, will this contact data include both email addresses and telephone numbers?</p>	This is correct. Email and telephone. See response for question #3 (d) and (e) in other responses to RFQQ questions.
16.	HBE 15-002	1.4.2.2	<p>Analytic Plan for the Individual Survey What is an acceptable margin of error and confidence level for each of the groups identified in Section 1.4.2.2.?</p>	WAHBE will leave that to the expertise of the vendor.
17.	HBE 15-002	1.4.2.2	<p>Analytic Plan for the Individual Survey How many completed surveys were obtained during the 2014 administration of the Individual Survey?</p>	Please see the attachment to the other responses to questions.
18.	HBE 15-002	1.4.2.2	<p>Analytic Plan for the Individual Survey What data collection methodology was employed during the 2014 administration of the Individual Survey?</p>	Please see the attachment to the other responses to questions.
19.	HBE 15-002	1.4.2.4	<p>Reports and Data Would it be possible to obtain a copy of the reports generated from the 2014 survey results?</p>	Please see the responses to other questions.

HBE 15-002

Addendum 2;

Attachment 2

Appendix 2: Summary of Completed Surveys by Strata

Summary of Completed Surveys by Strata

Strata #	Primary Sampling Group	2nd Stage Sampling	3rd Stage Sampling	4th Stage Sampling	Completed Online	Completed by Phone	Total Completed Surveys
1	Group 1: Medicaid	Adults Only			135	194	329
2	Group 1: Medicaid	Children Only			111	219	330
3	Group 1: Medicaid	Adults and Children			122	203	325
4	Group 1: Medicaid	Redeterminations			72	171	243
5	Group 2: Qualified Health Plan Only	Subsidized	Enrolled prior to February 1	Bronze	430	103	533
6	Group 2: Qualified Health Plan Only	Subsidized	Enrolled prior to February 1	Silver	469	93	562
7	Group 2: Qualified Health Plan Only	Subsidized	N/A	Gold	336	76	412
8	Group 2: Qualified Health Plan Only	Subsidized	Enrolled After February 1	Bronze	331	194	525
9	Group 2: Qualified Health Plan Only	Subsidized	Enrolled After February 1	Silver	359	216	575
17	Group 2: Qualified Health Plan Only	Non-subsidized	Enrolled prior to February 1	Bronze	322	33	355
18	Group 2: Qualified Health Plan Only	Non-subsidized	N/A	Silver	254	56	310
19	Group 2: Qualified Health Plan Only	Non-subsidized	N/A	Gold	186	38	224
20	Group 2: Qualified Health Plan Only	Non-subsidized	Enrolled After February 1	Bronze	259	94	353



**Summary of Completed Surveys by Strata
(continued)**

Strata #	Primary Sampling Group	2nd Stage Sampling	3rd Stage Sampling	4th Stage Sampling	Completed Online	Completed by Phone	Total Completed Surveys
29	Group 3: Qualified Health Plan and Medicaid	Subsidized	Enrolled prior to February 1	Bronze	137	107	244
30	Group 3: Qualified Health Plan and Medicaid	Subsidized	Enrolled prior to February 1	Silver	309	141	450
31	Group 3: Qualified Health Plan and Medicaid	Subsidized	N/A	Gold	86	52	138
32	Group 3: Qualified Health Plan and Medicaid	Subsidized	Enrolled After February 1	Bronze	181	174	355
33	Group 3: Qualified Health Plan and Medicaid	Subsidized	Enrolled After February 1	Silver	292	296	588
41	Group 4: Non-enrollees				147	260	407
42	Group 5: Dis-enrollees				290	135	425
43	Group 6: Enrollees that have switched plans (churn)				288	145	433
TOTALS					5116	3000	8116

