Washington Health Benefit Exchange
RFP HBE 18-004 Addendum No. 3
September 24, 2018

TO: Potential Bidders for RFP HBE 18-004 and Other Interested Parties
FROM: Erin Hamilton, RFP Coordinator
SUBJECT: Addendum No. 3 to RFP HBE 18-004 for "*Call Center Services*"

PURPOSE: The purpose of this addendum is:
1) To amend specific sections of the RFP, including Exhibits; and
2) To provide official WAHBE responses to the RFP 18-004 questions submitted by the September 7, 2018 deadline.

EXHIBITS:
Exhibit A – Vendor Questions and WAHBE Responses
Exhibit E – Revised Call Center Key Performance Indicators (KPIs)
Exhibit F – Revised Price Proposal Template
Exhibit G – Revised Call Center Call Volume Data

RFP HBE 18-004 is hereby amended as set forth below. For ease of identification, language changes to the RFP are denoted in red whenever possible. Any material not specifically referenced below remains in full force and effect.

1) All references to the handling of faxes, including but not limited to those reflected in RFP Sections 1.7 and 4.1.3, are hereby deleted. This was an error, as the call center does not receive or process faxes.

2) The Mandatory Vendor Letter of Intent deadline, as reflected in RFP Section 2 "Procurement Schedule", is hereby amended as follows:

#	Activity	Dates & Deadlines
1	Issue RFP HBE 18-004	8/17/18
2	Optional Vendor Conference (Skype for Business)	8/29/18
3	Vendor Questions Due by 3:00 p.m. PT	9/07/18
4	WAHBE Posts Responses to Vendor Questions by 12:00pm PT	9/24/18
5	Mandatory Vendor Letter of Intent Due by 11:59 p.m. PT	9/28/18

3) RFP Section 4.7.6 "Data Maintenance and Migration" is hereby replaced in its entirety with the following:

4.7.6 Data Maintenance and Migration

a. Vendor shall migrate all call recording data currently sitting on the incumbent Vendor's physical hardware and store the data in a new location (physical site, government cloud, etc.) approved by WAHBE. Under this model, no data cleansing or modification is

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required. Vendor shall procure a CALABRIO and a NICE license and respond to historical data requests from WAHBE (audit, appeals, investigations, etc.); or

b. Vendor shall migrate all call recording data currently sitting on the incumbent Vendor's physical hardware and store the data where the Vendor intends to store new call recording data going forward (as approved by WAHBE). Data shall then be migrated into the Vendor's proposed call recording system. Under this model Vendor shall cleanse, normalize and map all data to the Vendor's call recording system; and

c. Vendor shall migrate all Microsoft Dynamics CRM data currently sitting on the incumbent Vendor's physical hardware into the Vendor's proposed CRM system. Vendor shall cleanse, normalize and map all data to the Vendor's CRM, and ensure the data remains available to CSRs at all times; and

d. The Vendor shall develop a data migration project plan to be approved by WAHBE; and

e. The Vendor shall propose metrics to meet the performance standards; and

f. The Vendor shall perform all extraction, transformation and loading (ETL); and

g. The Vendor shall test and validate all data with WAHBE support prior to migration; and

h. The Vendor shall perform all data migration; and

i. The Vendor shall provide reports or environment access to WAHBE for the data being migrated; and

j. The Vendor shall retain WAHBE data for a period of 10 years and make available, in an easily readable format, in case of inquiries or audits.

4) RFP Section 5.9 "Service Proposal (MS)", is hereby amended as follows:

From:

In ten (10) pages or less, provide a detailed Service Delivery Plan addressing the requirements outlined in Sections 4.1.1 – 4.1.7.

To:

In ten (10) pages or less, provide a detailed Service Delivery Plan addressing the requirements outlined in Sections 4.1.1 – 4.1.5.

5) RFP Section 5.16 "Price Proposal (MS)", the following language (paragraph 4) is hereby deleted:

Any transition costs must be detailed in the Transition Price section of the template. Vendor shall propose a transition period that ensures Go-Live by July 1, 2019. The template should reflect costs only for those months of transition identified by the Vendor.

6) The following new language, which represents a new response requirement, is hereby added to RFP Section 5.11 "Operations Proposal (MS)":

WAHBE has established a not-to-exceed amount of $3,000,000 for transition costs associated with this project. Vendor shall provide a detailed breakdown of Vendor's implementation or transition costs including, but not limited to costs to, ramp up staffing, facility purchases, licensing, and equipment or technology purchases or upgrades. Costs identified in the response may not reflect any ongoing or operational costs.

7) RFP Section 6.4.1 "Scoring the Proposals", is hereby replaced in its entirety with the following:

Mandatory Scored Requirements are worth a total of 1,100 points. Evaluators will assign points to each Mandatory Scored Requirement based on the effectiveness and completeness of the proposed solution to each requirement.

To determine Vendor's score in Stage 2, WAHBE scores will be weighted by category as follows:

Evaluation Category	Score
Administrative Requirements (Sections 5.1 – 5.7)	Pass/Fail
Vendor Experience (Section 5.8)	50
Service Proposal (Section 5.9)	100
Facilities Proposal (Section 5.10)	50
Operations Proposal (Section 5.11)	250
Performance Proposal (Section 5.12)	100
Security Proposal (Section 5.13)	50
Reporting Proposal (Section 5.14)	50
Technology Proposal (Section 5.15)	150
Price Proposal (Section 5.16/EXHIBIT F) – Removed (Transition-in costs)	0
Price Proposal (Section 5.16/EXHIBIT F) – Sections 1 - 2 (Operating costs)	250
Price Proposal (Section 5.16/EXHIBIT F) – Section 3 (Contract Min/Max)	0
Price Proposal (Section 5.17/EXHIBIT F) – Section 4 (Chat implementation costs)	50
Total Score	**1,100**

8) RFP Section 6.4.3 "Step 5: Cost Proposal Evaluation and Scoring", is hereby replaced in its entirety with the following:

WAHBE will review the proposed costs for each Vendor Proposal and will construct a financial model identifying the one-time and recurring costs over a 3-year period.

WAHBE will calculate:

- Total Three-Year Operational Fixed Costs (one-time and recurring costs); and
- Total Three-Year Direct Costs (including the per-call rate).

The Financial Evaluation Team will score the Vendor's price where:

- The Vendor submitting the lowest Total Proposal Price (Fixed and Direct costs, including per-call rate) will receive 250 points. Other Vendors will receive a score based on the following formula: Vendor Score = (Lowest Vendor Price ÷ Vendor Price) X 250 points.

- The Vendor submitting the lowest Total Chat Implementation price will receive 50 points. Other Vendors will receive a score based on the following formula: Vendor Score = (Lowest Vendor Price ÷ Vendor Price) x 50 points.

9) RFP Section 6.5.1 "Step 7: Oral Presentation and Interview Scoring", is hereby amended to remove the following language:

The Key Staff proposed to be involved in the performance of the Contract must participate in the demonstration and/or site visit.

10) RFP Section 6.5.2 "Step 8: Reference Checking" is hereby amended as follows:

From:

Reference checks of Vendors will be conducted, at WAHBE's discretion, prior to or during the Oral Presentation phase. In addition to Vendor's Company references, WAHBE will check the references of proposed Key Staff. Whether included as a Key Staff reference or not, WAHBE reserves the right to use its own or other organization's experience using Key Staff on other projects as a factor in evaluating the probability of success for Key Staff proposed by the Vendor.

To:

Reference checks of Vendors will be conducted, at WAHBE's discretion, prior to or during the Oral Presentation phase.

11) RFP EXHIBIT C – SAMPLE CONTRACT. The term "Contractor Call Center Manager", as reflected in DEFINITIONS, Section 10, Section 12, Section 15, and Section 16 is hereby replaced with the term "Site Director"; to match the term used for this position in the RFP.

12) RFP EXHIBIT E / SAMPLE CONTRACT SCHEDULE 2 - CALL CENTER KEY PERFORMANCE INDICATORS (KPIs) AND LIQUIDATED DAMAGES, Section 1 is hereby amended as attached to revise the KPI and Calculation for "Response Time/Average speed to respond to emails".

13) RFP EXHIBIT F – PRICE PROPOSAL TEMPLATE, is hereby amended as attached to correct inaccurate section references and remove the Price Proposal for Start-Up Costs. Vendors should complete and provide this amended template with their RFP response.

14) RFP EXHIBIT G – CALL CENTER CALL VOLUME DATA, is hereby amended as attached to include August call volumes and revised/additional Medicaid Enrollment forecast data for 2019 and 2020.

15) WAHBE responses to bidder questions submitted by the September 7, 2018 deadline are provided as Exhibit A to this Addendum. Due to WAHBE IT security protocols, some responses may not provide all the information requested. WAHBE will make necessary documents available to the ASV after award.

Please contact the RFP Coordinator at contracts@WAHBExchange.org if there are any questions concerning this Addendum.

Respectfully,

Erin Hamilton, CPPB
RFP Coordinator

Attachments:

Attachment 1 – OE-5 and OE-6 Call Center Operating Hours
Attachment 2 – Open Enrollment 5 (OE-5) Weekend Call Data
Attachment 3 – Outbound Call Data

Attachment 4 – Tribal Specialist Team Call Data
Attachment 5 – Document Processing Guide and Desk Aid Outlines
Attachment 6 – Email Processing Guide Outline
Attachment 7 – Licensing Requirements
Attachment 8 – Current English IVR Script
Attachment 9 – HPF Customer Support Center IVR Survey
Attachment 10 – 2017-2018 Daily and Monthly Document Team Data
Attachment 11 – Carrier Dial Blockage Report
Attachment 12 – WAHBE Language Access Plan
Attachment 13 – Language Data and Information
Attachment 14 – Interval Report by Time
Attachment 15 – All Calls All Languages Daily Report
Attachment 16 – Daily HPF Visits
Attachment 17 – Average monthly volumes and work times by the specialized teams
Attachment 18 – Total Call Volume by Call Type

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
1	N/A (general questions)	N/A	NA	A. Can companies from Outside USA apply for this? (like, from India or Canada)	A. No. Per RFP Section 1.3.1, eligible Vendors must be licensed to operate a business in the US and Washington State.
				B. Whether we need to come over there for meetings?	B. Yes. Excluding the initial transition, typically meetings occur up to 6 times per year at either the call center site or the WAHBE office. Any transition meetings must be detailed in your transition-in plan.
				C. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	C. No. Most services are required to be performed within the state of Washington. All services must be performed within the continental United States.
2	RFP HBE 18-004	3.8 Delivery of Proposals	Paragraph 2	Can we submit the proposals via email?	No. Per Section 3.8 "Delivery of Proposals", proposals sent by facsimile or email will not be accepted.
3	RFP HBE 18-004	1.3 Vendor Eligibility	1.3.1 Minimum Mandatory Qualifications	Does the work need to be performed in the State of Washington? I see that overflow call handling is acceptable in other states but wanted to confirm the call center site for this RFP must be located in the State of Washington.	Yes. Vendor's proposed main (year-round) call center facility must be located in Washington State.
4	N/A (general question)	N/A	N/A	How many agents are currently used to run WAHBE's Call Center right now?	This ranges from approximately 125 to 400, with the highest volume during Open Enrollment.
5	N/A (general question)	N/A	N/A	How far in advance will WAHBE notify the Vendor that they will need additional staffing to handle Open Enrollment traffic?	Open Enrollment begins November 1st. We will rely on the Vendor to provide a ramp-up plan to demonstrate readiness for the Open Enrollment period.

6	RFP HBE 18-004	1.3 Vendor Eligibility	1.3.1 Minimum Mandatory Qualifications	We contract nationwide, and answers calls from around the world. We are interested in submitting a quote for RFP #HBE 18-004, however, I see that the call center facility is required to be located in Washington State. Given that the overflow centers are allowed to be out of state, I just wanted to confirm that the main call center location requirement was absolute.	See WAHBE's response to question #3.
7	Exhibit C – Sample Contract	N/A	N/A	Please provide the Data Use Agreement and Business Associate Agreement currently approved and in use by WAHBE.	The Data use agreement is also known as the "WAHBE Data Security and Reporting Requirements" and is provided as Schedule 7 in the Sample Contract. There is no Business Associate Agreement associated with this RFP.
8	Exhibit C – Sample Contract	13. Background Checks	Page 17	In order for Vendors to provide accurate solutions, can WAHBE please confirm that the fingerprint-based background checks required in Section 13 of the Sample Contract can be performed via an out-of-state, external screening agency?	Provided the Vendor provides background checks that comply with the requirements of Section 13, specifically 13.a, background checks conducted by an external out-of-state screening agency is permitted.
9	Exhibit C – Sample Contract	41. Irrevocable Letter of Credit (ILC)	Page 38	Given that WAHBE requires Vendors to demonstrate financial and operational stability, would WAHBE consider accepting a Performance Bond in lieu of a letter of credit so Vendors can provide the most cost-effective proposal?	Yes, WAHBE may accept a Performance Bond, in lieu of an Irrevocable Letter of Credit, as part of negotiations with the ASV. Vendors who wish to offer a performance bond must identify this exception and provide their proposed bond amount in their RFP response in accordance with the requirements of RFP section 3.16.
10	RFP HBE 18-004	1.7 Objectives	Page 9	Please confirm that the Vendor will not be receiving any paper documents via mail.	Confirmed. Paper documents are received only as scanned images through the Imaging System.

11	RFP HBE 18-004	1.7 Objectives	Page 9	Please confirm if the Vendor or the external service provider will be responsible for uploading the scanned images of documents to HPF.	Vendor is responsible for uploading scanned images of documents and ensuring the documents are uploaded to the correct application.
12	RFP HBE 18-004	1.7 Objectives	Page 9	What other documents may the Call Center receive besides new and renewal paper applications? (For example, Missing Information, proof of identity, etc.) Do these other documents require any data entry or just document upload by the WAHBE external document management Vendor?	Documents that verify application information related to eligibility, including by not limited to the following: • Citizenship/Lawful Presence • Incarceration Status • Residency in Washington State • Medicare Status • Social Security Number • Tribal membership • Proof of Income and Deductions Other documents that may be associated with a customer's application, including but not limited to, change of address notification, name change or other information from customers. There may be other document types related to customer applications that also need to be processed and uploaded to the HPF. Some document types just require upload to the customer's account in HPF and no other action required. In other cases, the document involves reporting a change for the customer using the HPF change report steps.
13	RFP HBE 18-004	1.7 Objectives	Page 9	Are new and renewal paper applications, as well as other supporting documents, uploaded to the HPF? Or, are only other supporting documents uploaded to the HPF?	Yes, new and renewal paper applications and other documents types are uploaded to the HPF.

14	RFP HBE 18-004	2 Procurement Schedule	Page 10	How soon after announcing the Apparently Successful Vendor (ASV) will the ASV have access to WAHBE and HPF technology resources and incumbent operational resources to begin business requirement gathering? Access is essential for the incoming Vendor to begin the implementation process as soon as possible.	Once the Contract is approved by CMS and executed by both WAHBE and the Vendor (on or around April 1, 2019).
15	RFP HBE 18-004	3.7.e Proposal Presentation and Format Requirements	Page 14	In order to provide detailed information within the page size and number limits, will WAHBE allow for smaller font in graphics and exhibits? Will full-page charts, graphs, and exhibits be excluded from the page limit (i.e., Work Plan and other sample reports and deliverables)?	Yes. Charts, graphs, and exhibits are excluded from the page limit and font size requirements established in the RFP.
16	RFP HBE 18-004	4.1.2 Hours of Operation	Page 19	WAHBE has indicated that extended hours during Open Enrollment (OE) shall be required. In order for Vendors to plan for these extended hours and weekends in our technical and cost proposal, can WAHBE provide the extended hours that have been required in the two (2) most recent OE periods, as well as the volumes and statistics for all contact channels covered during these extended hours?	Previously, Open Enrollment (OE) ran from November 1 to January 31. As of 2018, the OE window has been reduced to 45 days (November 1 through December 15). Historically, the call center is open during OE from 7:30am to 8:00pm PT Mondays – Fridays and 10am to 2:30pm most Saturdays. However, some additional extended evening hours may be needed as we near the new OE deadline. Vendors may refer the attached, revised Exhibit G for OE vs Non-OE volume trends. Also see Attachment 1 – OE-5 and OE-6 Call Center Operating Hours, and Attachment 2 - OE-5 Weekend Call Data.

17	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Based on the current system and processes in place for WAHBE inbound email management, can you provide current statistics related to total daily and monthly volumes of incoming emails for the past two year period, along with any data related to inbound email source(s) (i.e., consumer, navigator, broker, etc.), email reason type(s), number of emails requiring escalated/special handling, and average handle time or response time per email?	Exhibit G (revised as attached) provides monthly total volume. The other data requested is not tracked for email source/type, escalations, average handle time or response time per email. Emails received are primarily from consumers with general questions.
18	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Can you please provide statistics and data related to outbound calls, including daily and monthly statistics related to total number of outbound calls made, average handle time per outbound call, reason for outbound call, and average connect/success rate for outbound call campaigns?	Outbound calls are a function of the escalation team for ticket resolution and special projects provided by WAHBE that require customer outreach for issue resolution. Data collection began October 2017 for total number of outbound calls. Other data is not collected. See Attachment 3 – Outbound Call Data, for the available data. Outbound campaigns are not a typical business request. However, one may be requested for a specific issue that affects a large number of customer households. Most often, special project requests are handled by the escalation team. We do not have data regarding the outbound campaigns.

19	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Will the Vendor have to provide a Fax solution or is the external service provider responsible for making scanned images of faxes available to the Call Center? If the Vendor is responsible for the Fax solution, please provide examples of what types of documents are transmitted via fax (i.e., paper applications, missing information, etc.). Are Vendors required to complete data entry or upload the Fax to HPF? For purposes of appropriately addressing the fax requirement, please provide average daily and monthly inbound and fax volumes.	WAHBE does not require or need a fax solution. Fax documents are imaged and indexed by the external Imaging System and processed by the Document Team per the indexed document type. Fax documents are included in the Application or Upload data columns in Exhibit G.
20	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Will the selected Vendor be required to integrate the CRM with the WAHBE ticketing system for complaints and escalation management?	No. The systems are not currently integrated.
21	RFP HBE 18-004	4.1.4 Core Functions	Page 20	When MAGI eligibility questions or 'Classic' Medicaid changes are received via email or chat, which system will the selected Vendor use to escalate to HCA or DSHS? What other types of questions and/or inquiries would be required to be escalated to HCA or DSHS?	Chat is not a current service. WAHBE rarely receives MAGI or classic Medicaid changes via email. If received, we forward the email to our contact at the appropriate agency.
22	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Is the Vendor responsible for assessing if there is missing information on inbound scanned paper applications and renewal applications? If yes, how many applications require missing information on average per month?	The Document Team staff process as much of the application as possible. If they are unable to fully process the application in the HPF it makes the application incomplete. Then, the HPF triggers a correspondence to inform the household the application is not yet complete. No further action is needed by the Document team staff member. About 55% of the applications received are missing information.

23	RFP HBE 18-004	4.1.4 Core Functions	Page 21	If information is identified as missing, is the Vendor responsible for outreaching to the consumer to try and collect missing information? Is outreach conducted by outbound phone only?	The Vendor is not responsible for outreach. The HPF will automatically generate a correspondence to the customer.
24	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Please provide the following statistics about the Native American/Alaska Native Unit: • How many calls require assistance by the Native American/ Alaska Native unit on average per month? • Average daily and monthly call volumes for the past two years • Average handle time, average speed to answer, number of escalated issues, and transfer rate	The Tribal Specialist Team was established July 1, 2017. The Tribal Specialist Team manually tracks calls received. Currently, a tribal call is manually transferred from a CSR to the Tribal Specialist team. See Attachment 4 – Tribal Specialist Team Call Data, for the average volume and handle time information WAHBE has available. No other data is available for this request.
25	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Is the Vendor required to use the WAHBE ticketing system to manage all complaints or just complaints that require escalation to WAHBE?	The Vendor is required to use the ticketing system to manage complaints that require escalation. We have a defined ticketing form for Call Center CSRs and macros to guide them. Tickets are triaged at the call center, and then resolved by the Call Center Escalation team or routed to WAHBE account workers.
26	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Please describe how the Vendor will utilize the WAHBE ticketing system and if the Vendor or WAHBE is responsible for resolution.	The Vendor will input tickets requiring follow-up by either the escalation team at the call center or WAHBE staff. The ticket is submitted, triaged at the call center, and depending on the issue, is resolved at the call center or sent to the WAHBE.

27	RFP HBE 18-004	4.1.4 Core Functions	Page 21	How will the external service provider send scanned images to the Vendor? What metadata is available on the scanned images of documents? What is the document upload release process into HPF?	The external service provider manages the scanning and indexing system. The Vendor Document team uses the ApplicationXtender (AX) provided to access the scanned documents securely. Metadata includes Application ID, Person ID, Document, Description, Document Type, Document Category, Document location. The Document processing procedures include recording the processing in CRM, Locking documents in AX, Document upload from AX to individual customer HPF dashboard, and processing per document type.
28	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Are Vendors required to retain the scanned images of documents in a document management system and if so, for how long?	No. The retention of the scanned images is not in scope for the call center vendor.
29	RFP HBE 18-004	4.1.4 Core Functions; HPF System Testing	Page 21	Regarding- Call Center shall provide staff to assist with testing for **HPF and CSA** releases (currently 4-5 times per year. However, the frequency may increase depending on the number of scheduled system releases). Question- **What is the database technology that is hosting the state system?** Can the state system be accessed outside the state network? If so, what technology would a vendor use to access the system remotely? Can the state provide additional information regarding the state system? Is this a web interface system, thin client Citrix platform, or mainframe system?	Testing refers to user testing. The Database is not relevant to the scope. The HPF is located outside of the state network and accessed by a web interface and VPN connection.

30	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Please provide details around the scope of effort required for supporting the appeals process.	WAHBE handles the Appeals process. Call Center may provide general information and refer the customer to the WAHBE appeals request form that is on the WAHBE Corporate website.
31	RFP HBE 18-004	4.2.1 Facilities	Page 22	What level of SOC reporting is required for the Call Center? (i.e., SOC I Type I, SOC II Type II, etc.)	SOC II, Type I is the minimum requirement, but SOC II, Type II is preferred.
32	RFP HBE 18-004	4.2.1 Facilities	Page 22	What Independent Assessments will be required by the Vendor to complete and who will perform the Assessments to test for sufficient recovery?	3rd party independent assessments are completed by the vendor to assess the functionality and capability maintain the confidentiality, integrity and availability of the data. Completion of the independent assessments is completed by the vendor and 3rd party and submitted to HBE for review and corrective action plans.
33	RFP HBE 18-004	4.3.1 Key Staff	Page 23	Please confirm Vendors may indicate the level of commitment of Key Staff to WAHBE, including positions which are fully dedicated to WAHBE as well as those positions which may be shared.	Key staff shall be dedicated full time positions to the WAHBE program. The following positions may not be consolidated as they are specific roles and responsibilities: Site Director – Full Time Workforce Manager – Full Time Training Manager – Full Time Quality Assurance Manager – Full Time IT Manager – Full Time HR Manager – Full Time Information Security Manager – may be Part Time or shared resource.

34	RFP-18-004	4.3.1 Key Staff	Page 23	Can you confirm if Vendors may propose that certain key and non-key staff positions be consolidated based on job roles?	If referring to the support personnel in section 4.3.2.2, these positions may be consolidated based on job roles. Most Key staff roles may not be consolidated with other key staff roles. Also see WAHBE's response to question 33.
35	RFP HBE 18-004	4.3.2.1 Customer Service Representatives (CSRs)	Page 25	How does WAHBE validate and/or verify citizenship or identity for purposes of eligibility determination?	There are multiple federal systems that HPF incorporates into the application. This is done automatically by the application. If the information is not federally verified, then HPF offers messaging on the customer application requesting additional documentation. WAHBE completes all conditional eligibility verification.
36	RFP HBE 18-004	4.3.2.1.k Customer Service Representatives (CSRs)	Page 26	Please provide the WAHBE Processing Guide, including the Troubleshooting Desk Aid.	See Attachment 5 - Document Processing Guide and Desk Aid Outlines. The complete, current desk aid will be provided to the ASV.
37	RFP HBE 18-004	4.3.2.5 Document Management Services	Page 27	Is Vendor expected to generate, print and send any type of correspondence (mail, Fax, email) for State customers and stakeholders? If yes, could you please list the type of correspondence, medium of delivery, and monthly volumes?	No. Vendor is not expected to generate, print and send any type of correspondence (mail, Fax, email) for customers and stakeholders.
38	RFP HBE 18-004	4.3.2.5 Document Management Services	Page 27	Is Vendor expected to build an interface with the Scanning solution to upload the documents to State Document Management System? How will the Scanning solution and Document Management System interface with each other?	No. The scanning and document management software (AX) interface is managed by HCA and is outside the scope of this RFP. The Customer Support Center Document Team logs into AX to make document assignments for processing, access and upload documents to HPF, and track documents that have been processed.

39	RFP HBE 18-004	4.3.2.6 Email Response Services	Page 27	Please provide WAHBE Document Processing Guide used for email responses.	The WAHBE Processing Guide is not yet available, but it will be provided prior to the Transition-In period. See Attachment 6 – Email Processing Guide outline, for an outline/sample of the proposed guide.
40	RFP HBE 18-004	4.3.2.6 Email Response Services	Page 27	Is there a system that is currently being used by WAHBE to manage inbound email inquiries? Will the selected Vendor be expected to assume management of the current system, or should Vendors propose their own system with regards to inbound email inquiries?	We use Outlook for inbound email inquiries. Vendors can use Outlook or propose another system. Any other system must be approved by WAHBE's IT and Security teams.
41	RFP HBE 18-004	4.3.2.3 Escalation Services	Page 27	What is the average handle time for resolving escalated issue tickets? Please provide the average number of emails and average number of outbound calls made by the Escalation Unit per month. Please also provide the average number of incoming calls that require escalations and how many are transferred outside of the Call Center.	The average time it takes to resolve escalated tickets varies throughout the year, however, a good majority of ticket are resolved within a 5-day window. The last 2 years have held at a static percentage of 4-7% of inbound calls result in a ticket. Should the ticket require resolution outside the call center escalation team processes, the ticket is assigned to WAHBE.
42	RFP HBE 18-004	4.3.2.3 Escalation Services	Page 27	How will the Vendor communicate with WAHBE if an incident needs to be escalated to WAHBE? Is there a system that will be used to record the incident?	A stand-alone WAHBE ticketing system is used to intake, categorize, route and resolve incident tickets.
43	RFP HBE 18-004	4.7.1.a Telephony Requirements	Page 37	Will the self-service requests submitted via IVR pass to the CRM or HPF?	The vision would be to have the information pass through CSA into the CRM of choice to provide a complete customer record.

44	RFP HBE 18-004	4.7.1.1 ACD & IVR System Monitoring & Operational Requirements	Page 37	How much case/consumer data will WAHBE expect the Vendor to consume in their CRM? Will case updates (demographic changes, etc.) be managed in the CRM or HPF?	A complete recollection of the customer contact. We are subject to public records requests, all information able to ID the customer and find a call is needed which includes, but not limited to name and logical application ID. All updates will be handled in HPF or CSA.
45	RFP HBE 18-004	4.7.1 Telephony Requirements	Page 37	What Internet browsers are HPF and CSA compatible with?	Internet Explorer, Firefox and Chrome Current and 2 revisions.
46	RFP HBE 18-004	4.6.4 System Reports	Page 37	How many WAHBE State employee licenses are requested for access to Vendor systems?	See Attachment 7 – Licensing Requirements.
47	RFP HBE 18-004	4.7.1 Telephony System	Page 37	Which system (HPF and/or CSA) will Vendors use to support the following self-service use cases in the Vendor's IVR? • Recognizing call as a request for IRS form 1095-A reprints; identifying customers requesting reprints and scheduling reprints with HPF. Please confirm HPF and/or CSA will be responsible for reprinting or rescheduling forms.	The preferred system for providing assistance is CSA. The information to identify these requests is available in both systems. The HPF system is the system with the capability to reprint 1095-A forms. Today, a customer is able to self-serve viewing or reprinting a 1095-A form using HPF.
48	RFP HBE 18-004	4.7.1 Telephony System	Page 37	Which system (HPF and/or CSA) will Vendors use to support the following self-service use cases in the Vendor's IVR? • Recognizing call as an enrollment status check, identifying the customer and providing them with the enrollment status update	The Customer Service Application holds this data and can be used to assist the customer with this information.

49	RFP HBE 18-004	4.7.1 Telephony System	Page 37	Please provide a historical volume of callbacks requested in the IVR per month.	The IVR call back feature is not a current service. No data is available.
50	RFP HBE 18-004	4.7.1.1.e ACD & IVR System Monitoring & Operational Requirements	Page 37	Please confirm that giving WAHBE access to the Vendor's IVR configuration screen to request changes will not be done in real-time and will require Vendor approval to make sure the change has been tested by both the Vendor's operations and IT teams prior to operational deployment.	Any and all collaboration with the Call Center will be through the Associate Director of Call Center and the WAHBE Call Center team; these updates will not be done without a collaboration effort in order to not cause an interruption in vendor services.
51	RFP HBE 18-004	4.7.1.1.b Telephony System	Page 37	Regarding- Integrate IVR with HPF portal and CSA (WAHBE developed systems).

Question- Please provide integration specifications and diagrams on the current integration between the vendor telephony system and HPF portal and CSA. | This integration is not yet implemented. No diagrams are available.

Realtime connection will be required utilizing an API though a secured network connection. HPF traffic is secured and transmitted through internet traffic. |
| 52 | RFP HBE 18-004 | 4.7.1.1.g Telephony System | Page 37 | Regarding- Develop IVR menu options for caller self-service.

Question- Please provide current IVR/ACD scripts for both Spanish and English language. | See Attachment 8 – Current English IVR Script.

WAHBE does not currently utilize a Spanish script. Once a customer selects "Spanish" from the IVR menu, they are routed directly to a bilingual CSR.

Self-service options are currently not implemented. |

				Which system (HPF and/or CSA) will Vendors use to support the following self-service use cases in the Vendor's IVR?	
53	RFP HBE 18-004	4.7.1 Telephony System	Page 38	• Recognizing customer as Medicaid customer who does not need to immediately renew and recommending the caller come back in X number of days	The preferred system for providing assistance is CSA. The information to identify these requests is available in both systems.
54	RFP HBE 18-004	4.7.1 Telephony System	Page 38	Which system (HPF and/or CSA) will Vendors use to support the following self-service use cases in the Vendor's IVR? • Recognizing customer as one associated with a navigator and/or broker, and asking whether they have already contacted their navigator and/or broker	The preferred system for providing assistance is CSA. The information to identify these requests is available in both systems.
55	RFP HBE 18-004	4.7.1 Telephony System	Page 38	Which system (HPF and/or CSA) will Vendors use to support the following self-service use cases in the Vendor's IVR?	The preferred system for providing assistance is CSA. The information to identify these requests is available in both systems.
56	RFP HBE 18-004	4.7.1.1.k Telephony System	Page 38	Question- Please provide the current customer satisfaction survey to help determine length, complexity, etc.	Customer Satisfaction Survey was discontinued in 2015. A new survey will be offered through the IVR prior to November 1, 2018. See Attachment 9 – HPF Customer Support Center IVR Survey.

57	RFP HBE 18-004	4.7.3.r Technology Support	Page 40	Regarding- Vendor shall provide a help desk resource for internal technology-related escalations. Question- Please confirm this help desk resource is for internal Vendor staff technology-related escalations only.	Confirmed. This help desk resource is for internal Vendor staff technology-related escalations only.
58	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	What are the storage requirements for data migrated from the current Vendor's following systems? • Call and screen recording software • CRM system How far back will this data be migrated from? Please describe the format for how the data will be received.	See Addendum for changes in requirements for Section 4.7.6. Call and screen recording software: Currently call recording (voice and screen flow) data is stored in database hosted on physical hardware at the incumbent Vendor's data center. Data from 2013-2017 is stored in a format which allows its access using CALABRIO software, data post 2017 is stored in a format which allows its access using NICE software. This data only needs to be accessed for specific requests (audit, appeals, investigations, etc.) through a form request process. CRM system Currently CRM data is stored in database hosted on physical hardware at the incumbent Vendor's data center. Data is stored in a format which can be accessed by Microsoft Dynamics. Because this data needs to be used by all CSRs at all times as they are answering calls, vendors must migrate the Microsoft Dynamics CRM data sitting on physical hardware at Faneuil and migrate the data to their CRM solution's database. This will require data cleansing, normalization and mapping to the new CRM's data model. Data will thus be available to all CSRs at all times.

59	RFP HBE 18-004	4.7.6.b Data Maintenance and Migration	Page 41	Could you please provide the size of the database that is part of migration?	WAHBE does not have knowledge of the size of the database to be migrated from the incumbent Vendor's system.
60	RFP HBE 18-004	4.7.6.a and 4.7.6.c Data Maintenance and Migration	Page 41	Calabrio cannot be migrated into and easily accessed by other solution platforms. Given that multiple bidders may propose the use of an alternative platform, will the State consider waiving and/or modifying this requirement in order to preserve competitive balance amongst all bidders and ensure all Vendors have the ability to propose a solution representing the best operational and fiscal value for the State?	As the data only needs to be accessed for call history to assist with specific requests such as audits, appeals, and investigations, WAHBE has amended the requirements of Section 4.7.6 to provide vendor flexibility in their solution. The vendor will need to consider and plan for the initial operations dependent on the solution proposed. See addendum for revised requirements.
61	RFP HBE 18-004	4.7.6.b Data Maintenance and Migration	Page 41	Please provide information regarding the size of the data files, formatting, etc.	WAHBE does not have knowledge of the size of the data files, formatting, etc. in the incumbent Vendor's system.
62	RFP HBE 18-004	4.7.6.f Data Maintenance and Migration	Page 41	Regarding- The Vendor shall cleanse all data prior to migration. Question- Please confirm that the INCUMBENT Vendor cleanses the data prior to transmission to the incoming/new Vendor. If not, can the State clarify data cleansing requirements?	No. The ASV Vendor, not the incumbent Vendor, shall perform the cleansing. Data Cleansing involves the removing of corrupt or inaccurate records. The Vendor will define how they would cleanse the data; for approval by WAHBE. At minimum, the process must validate all data transferred to the new system and ensure corrupted data or inaccurate data is corrected. The validation process may be automated or manual; but in either case must keep a list of inaccuracies. Any inaccuracies that cannot be repaired must be logged and recorded. Harmonization or standardization of data is not required.

63	RFP HBE 18-004	5.9 Service Proposal (MS)	Page 45	The Service Delivery Plan is required to address requirements outlined in Sections 4.1.1 – 4.1.7 however, 4.1.6 and 4.1.7 are missing. Please advise if these sections should be in the RFP or if Vendors only need to address sections 4.1.1 – 4.1.5. Additionally, please confirm if the Service Delivery Plan should be submitted as a separate formal plan or should be written as just a narrative.	The correct Section reference is 4.1.1 – 4.1.5. Please see the addendum for the correction. Regarding the Service Delivery Plan, the response may include a formal plan and timeline, or a detailed narrative, at the responding Vendor's discretion.
64	RFP HBE 18-004	6.4.1 Scoring the Proposals	Page 51	Should the Price proposal sections and score read as follows? Price Proposal (Section 5.16/Exhibit F) – Section 1 (Transition-in costs): 50 points Price Proposal (Section 5.16/Exhibit F) – Sections 2 – 3 (Operating costs): 250 points Price Proposal (Section 5.16/Exhibit F) – Section 5 (Chat implementation costs): 50 points	No. Section 6.4.1 has been revised. Please see the addendum and the attached, revised Exhibit F – Price Proposal Template.
65	RFP HBE 18-004	6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 51	Will WAHBE use the same cost formula (Vendor score = (lowest vendor price / vendor price) x 50 points) to evaluate Chat implementation costs?	Yes. Please see page 2 of the addendum above for the addition of the Chat Implementation scoring formula.
66	RFP HBE 18-004	6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 51	What is WAHBE's proposed model for evaluating costs related to requirements in Section 2 through Section 4?	WAHBE has established a cost model that will be used for evaluating the Operating Costs (sections 1 and 2, as revised in the addendum). Each vendor's bid prices are entered into the model to derive a total project cost for the three-year initial contract term.

67	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	Please confirm that acknowledging receipt and addressing next steps for all emails within 24 operating hours will meet the average speed to respond to email requirement.	See Addendum and Revised RFP Exhibit E/ Sample Contract Schedule 2, for amended KPI for emails. 100% of emails received shall be acknowledged, assigned and responded to with an answer within 24 hours (excluding Saturday and Sunday during non-Open Enrollment and excluding Sundays during Open Enrollment). Emails requiring additional follow-up are exempt from this requirement.
68	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75 – 78	Are the volumes shown for emails processed, paper processing (applications), and document processing (uploads) monthly or daily volumes? Please provide monthly and daily volumes for each task.	See Attachment 10 – 2017-2018 Daily and Monthly Document Team Data.
69	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75 – 78	Do the "Document Processing (Uploads)" volumes include the "Paper Processing (Applications)" uploads? Or is "Document Processing (Uploads)" an independent volume from "Paper Processing (Applications)"?	No. They are separate/independent.
70	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75 – 78	What is the average handle time for data entering a new or renewal application into HPF over the phone? What is the average handle time for data entering a new or renewal application into HPF from a scanned image?	Voice AHT for new applications = 807 seconds Voice AHT for existing application (change reporting and/or QHP/QDP renewal) = 681 seconds Voice AHT for Medicaid renewal application = 714 seconds Scanned document AHT is not collected See Attachment 18 - Total Call Volume by Call Type

71	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75 – 78	What is the average handle time for uploading a document to HPF?	Scanned document AHT data is not currently collected.
72	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the following statistics for incoming call volumes: • Volumes broken down by caller type (i.e., consumer, applicant, navigator, broker, etc.) • Volumes broken down by call type (i.e., general inquiry, application completion, responding to MI request, etc.) • Average Speed to Answer, Average Handle Time, Transfer Rate, Abandonment Rate	See Attachment 18 - Total Call Volume by Call Type, for available data.
73	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75-78	Please provide the average call containment rate in the IVR on a monthly basis.	The current IVR is designed to help customers get to the right customer service representative to assist customers not able to self-serve using the HPF. We do not have self-service functionality in the current IVR. No data is available.
74	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data Exhibit F: Price Proposal Template (MS)	Page 75-78 Page 70	In order for Vendors to accurately forecast and price Section 2 of the Price Proposal, please provide any anticipated program or enrollment growth.	Attached is an amended RFP Exhibit G. This exhibit has been updated to provide our forecasted enrollment information through June 2020. This includes any anticipated growth or decline.

75	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75-78	Are the "monthly calls received" the total number of calls coming into the Call Center before any IVR or CSR handling?	Yes.
76	N/A (general question)	N/A	N/A	Are there any potential events that would significantly impact enrollment in Apple Health or QHPs?	We do not know of any events that would impact enrollment but cannot speculate about what may happen in the future.
77	RFP HBE 18-004	1.7.a Objectives	Page 8	Does WAHBE, DSHS, and/or HCA use the Contractor's CRM? If so, for what purposes? How many State users will need access to the Contractor's CRM?	The Vendor CRM is used for research for case work, customer complaints, and assist in locating calls for call requests. See Attachment 7 – Licensing Requirements.
78	RFP HBE 18-004	1.7.g Objectives	Page 9	Please confirm no hard copy documents will be received at the call center.	Confirmed. No hard copy documents will be received at the call center.
79	RFP HBE 18-004	1.7.g Objectives	Page 9	Who is the external service provider currently providing imaging services?	Washington State Health Care Authority (HCA).
80	RFP HBE 18-004	3.6 Proposal Contents and Organization	Pages 13-14	Does Volume 2 need to be sealed separately from Volume 1?	No. Both volumes can be submitted in one sealed envelope or container.
81	RFP HBE 18-004	3.6 Proposal Contents and Organization 3.11 Proprietary or Confidential Information	Pages 13-14 Pages 15-16	How many electronic and printed copies would WAHBE like of the Confidential Proposal?	Per the Submission Requirements listed in Section 3.6, WAHBE requires "One (1) copy of all materials on a thumb drive; and One (1) true and correct printed original" of both Volumes 1 and 2. In addition, WAHBE requires "Six (6) complete printed copies" of Volume 1.

82	RFP HBE 18-004	4.1.2 Hours of Operation	Page 19	Have any weekend hours been requested to-date during open enrollment? If so: • How many weekends did the call center operate? • What were the weekend hours of operation?	Yes. See WAHBE's response to question #16.
83	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Please provide the monthly volume of faxes for the last two years.	To clarify, a fax solution is not needed. The Call Center does not receive faxes. See addendum for correction.
84	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	What type of documents are faxed to the call center?	None. All documents sent by Fax are received at HCA. They are scanned, indexed and provided to call center via the Imaging System.
85	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	What circumstances, if any, warrant an outbound customer contact?	Outbound contacts are case by case and generally are only requested when specific circumstances arise. For example, an outbound call might be initiated to follow up with a customer to finalize an outstanding issue.
86	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	If any outbound services have been provided, please provide the monthly volumes for the last two years.	See WAHBE's response to question #18.
87	RFP HBE 18-004	4.1.4 Core Functions, General Inquiries	Page 20	What is the average volume of warm transfers?	Currently, warm transfers are not part of the call center's normal business process.

88	RFP HBE 18-004	4.1.4 Core Functions, Complaint Processing	Page 21	Please provide more details surrounding the WAHBE ticketing system: • Is the ticketing system integrated into HPF or is it a separate stand-alone system? • What are the requirements for when the ticketing system is used? • What details are logged into the ticketing system?	The WAHBE ticketing system is a stand-alone system, separate from HPF. It is integrated into CSA.
89	RFP HBE 18-004	4.1.4 Core Functions, Appeals	Page 21	Please confirm the Contractor is not responsible for providing intake services to log the appeal.	Confirmed. The Contractor is not responsible for providing intake services to log the appeal.
90	RFP HBE 18-004	4.1.4 Core Functions, HPF System Testing	Page 21	Please identify a number of testers to be provided and a duration of testing session for bidders to base their bids.	4 CSRs and 1 Supervisor for 2 hours each session.
91	RFP HBE 18-004	4.3.1 Key Staff	Pages 23-24	Can Key Staff positions be combined as long as all responsibilities and duties of Key Personnel are covered by the proposed Key Staff?	See WAHBE's response to question #33.
92	RFP HBE 18-004	4.3.2.1 Customer Service Representatives (CSRs)	Page 26	Because Customer Service Representatives are responsible for assisting Medicaid eligible consumers in the selection of an MCO, please confirm that the Contractor must meet all requirements specified in 42 CFR §438.810 and 42 CRF §483.71.	The Call Center does not recommend plans and select it in the HPF for QHP/QDP.

93	RFP HBE 18-004	4.3.9 Transition-Out Plan 5.11 Operations Proposal (MS)	Page 30 Page 45	Does WAHBE desire to have this section responded to as part of the Operations Proposal where Vendors are to respond to the other Sections of 4.3? If not, please advise where/if at all the Transition-Out Plan should be addressed.	WAHBE does not desire to have a Transition-out plan as part of the Vendors' response to this RFP. It is a required submittal that will be requested from the ASV during contract negotiations.
94	RFP HBE 18-004	4.5.3 Data Security	Page 31	Please confirm that the illustrative Data Security Plan is not included in the page limits for this section.	Confirmed. Please also see WAHBE's response to question #15.
95	RFP HBE 18-004	4.5.5 Disaster Recovery & Business Continuity	Page 32	Please confirm that the illustrative Disaster Recovery & Business Continuity Plan is not included in the page limits for this section.	Confirmed. Please also see WAHBE's response to question #15.
96	RFP HBE 18-004	4.7.1.1 ACD & IVR System Monitoring & Operational Requirements	Page 37	Are any of the phone system requirements new and not provided by the current Contractor?	Vendor provides telephone system.
97	RFP HBE 18-004	4.7.3.p Technology Support	Page 40	What is the timeframe for the Contractor to provide WAHBE with recorded calls/screens?	The Contractor will need to provide real-time and on-demand access to WAHBE recorded calls including recorded screens.
98	RFP HBE 18-004	4.7.6.a Data Maintenance and Migration	Page 41	Please confirm the Contractor is expected to transfer all recordings for the entire duration of the Project from the current Contractor to the successful Contractor.	The Vendor is expected to maintain all call data in a format that is accessible to WAHBE.
99	RFP HBE 18-004	4.7.6.a Data Maintenance and Migration	Page 41	What is the size of data for the call recordings that is under the current Contractor's domain?	WAHBE does not have knowledge of the size of data to be migrated from the incumbent Vendor's system.
100	RFP HBE 18-004	4.7.6.a Data Maintenance and Migration	Page 41	Does WAHBE have any preferences on the methods to archive existing data?	It must be easily readable, accessible and searchable. Must maintain the appropriate retention period. SQL is one option being reviewed currently.

101	RFP HBE 18-004	5.9 Service Proposal (MS)	Page 45	Section 5.9 references the requirements of Sections 4.1.1-4.1.7; however, there are no Sections 4.1.6 or 4.1.7. Is this a typo or are these sections missing from the RFP?	The correct Section reference is 4.1.1 – 4.1.5. Please see page 2 of the addendum above for the correction.
102	RFP HBE 18-004	5.11 Operations Proposal (MS)	Page 45	Please confirm the sample illustrative Training Plan is not included in the page limits for this section.	Confirmed. Please also see WAHBE's response to question #15.
103	RFP HBE 18-004	5.14 Reporting Proposal (MS)	Page 46	Please confirm the sample reports are not included in the page limits for this section.	Confirmed. Please also see WAHBE's response to question #15.
104	RFP HBE 18-004	6.4.1 Scoring Proposals	Page 51	Please consider combining all three cost items into one component with 350 points. Under the current methodology, cost scores could be skewed relative to actual economic cost by bidders assigning a "zero" price to implementation or chat services.	WAHBE has considered this request. We have elected to slightly amend the point structure for costs, as reflected in the Addendum. However, WAHBE still intends to evaluate the costs for chat services independently. The points associated with chat represent only 4.5% of the total points available under this RFP. WAHBE does not believe this will significantly skew bids. In addition, WAHBE does not anticipate any "zero" dollar bids for this item, as Vendors are held to their bid prices and WAHBE does not currently have a chat solution implemented.
105	RFP HBE 18-004	6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 51	How will WAHBE provide for equitable scoring where all bidders are free to estimate their own level of forecasted calls? For example, will a predetermined call volume be applied to all proposals to arrive at a total cost amount?	Yes, a predetermined call volume has been established and will be applied to all proposals to standardize the responses. Also see WAHBE's response to question #66.

106	RFP HBE 18-004	6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 52	How will cost proposal points be assigned if a bidder proposes "zero" for implementation or chat services?	As reflected in the Addendum: The Vendor submitting the lowest Total chat price will receive 50 points. Other Vendors will receive a score based on the following formula: Vendor Score = (Lowest Vendor Price ÷ Vendor Price) X 50 points. WAHBE does not anticipate any "zero" dollar bids for this item, as Vendors are held to their bid prices stated in their RFP response and WAHBE does not currently have a chat solution implemented.
107	Exhibit C – Sample Contract	Definitions	Page 7	The sample contract includes a Call Center Manager position required of the Contractor, but this position is not listed as one of the required Key Staff positions. Should this position map to one of the required Key Staff or is this an additional position?	The Call Center Manager position referenced in the Sample Contract is the same position as the Site Director referenced in the RFP. This is the position responsible for the day-to-day operations of the call center. Please see the addendum for correction to the Sample Contract.
108	RFP HBE 18-004	Exhibit G – Call Center Call Volume Data	Page 78	If the current Vendor is providing IVR self-service, please provide the monthly volume of IVR handled calls per month for whatever period available.	This is not a current service.
109	RFP HBE 18-004	1.7 Objectives "Provide a Customer Relationship Management (CRM) solution and use it to track…."	Page 9	Did WAHBE review and/or see demonstrations from any CRM software Vendors with respect to delivering the scope mentioned in this RFP? If so, please provide the list of Vendors and technologies reviewed.	No.

110	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	We understand that the scope includes migration of data from incumbent vendor's CRM system to the proposed CRM system. What is the magnitude of data that needs to be imported (number of objects, number of fields, number and type of attachments, and average attachment size)?	WAHBE does not have knowledge of the size or number of objects, fields, or attachments in the incumbent Vendor's system.
111	RFP HBE 18-004	5.16 Price Proposal (MS)	Page 47	What is the total allocated budget for this Project (call center services and applications, CRM software licenses, implementation, production support and maintenance)?	For the period of July 1, 2018 - June 30, 2019.WAHBE's current budget for Call Center services is $11,280,000.
112	RFP HBE 18-004	5.9 Service Proposal (MS)	Page 45	Section 4 Call Center Requirements ends at 4.1.5 Please provide 4.1.6 and 4.1.7.	The correct Section reference is 4.1.1 – 4.1.5. Please see page 2 of the addendum above for the correction.
113	RFP HBE 18-004	4.3.9 Transition-Out Plan	Page 30	A Transition-Out Plan was referenced in the Scope of Work but not mentioned in the instructions. Should it be included in the Response to the Operational Proposal?	Yes, a sample transition-out plan is a required submittal for the RFP under Section 4.3. Please see the addendum for the correction.
114	RFP HBE 18-004	3.6 Proposal Contents and Organization	Page 13	What is the correct title for Volume I?	The correct title is "Volume I"
115	RFP HBE 18-004	3.6 Proposal Contents and Organization 6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 14 Page 51	What is the correct title for Volume II – Cost Proposal or Price Proposal?	The correct title is "Volume II"

116	RFP HBE 18-004	Exhibit F – Price Proposal Template; Section 5 – Chat Functionality	Page 74	Please clarify if "Vendor Narrative/Explanation Section 4…": of Section 5 – Chat Functionality should read as" Vendor Narrative/Explanation Section 5…":	Exhibit F has been amended, as attached, and now only contains 4 sections.
117	RFP HBE 18-004	3.6 Proposal Contents and Organization	Page 13	"Vendor's Proposals shall respond to all questions in both the main body of this RFP document and all Exhibits". If Bidders are to provide their responses in the main body of the RFP document, please provide a Word version of the RFP.	Vendors are not required to place their responses directly within the body of the RFP document for submission. The intent of this language is to remind/inform responding Vendors that there are items in both the main body of the RFP and in the exhibits that the Vendor must respond to in order for their response to be considered.
118	RFP HBE 18-004	3.6 Proposal Contents and Organization	Page 13	"Vendor's Proposals shall respond to all questions in both the main body of this RFP document and all Exhibits". Are Bidders allowed to modify headers and footers of our proposal response to include project and bidders' information (i.e., title of RFP, RFP number, bidders' name, page number)?	This is not necessary. Please see WAHBE's response to question #182.
119	RFP HBE 18-004	3.7.e Proposal Presentation and Format Requirements	Page 14	The RFP requires Bidders to respond using 11-point font or larger. May Bidders use a smaller, still readable font for the following: a) headers and footers b) requirement text c) exhibits/figures/graphics d) tables	Please see WAHBE's response to question #15.

| 120 | RFP HBE 18-004 | 3.7.e Proposal Presentation and Format Requirements | Page 14 | The RFP requires Bidders to respond using 11-point font or larger.

Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is. | Please see WAHBE's response to question #15. |
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| 121 | RFP HBE 18-004 | 3.7.e Proposal Presentation and Format Requirements | Page 14 | Pages must be numbered consecutively within each section of the Proposal showing Proposal section number and page number.

Can Bidders exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement? | Yes, responding Vendors may exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement. |
| 122 | RFP HBE 18-004 | 3.7.e Proposal Presentation and Format Requirements | Page 14 | Pages must be numbered consecutively within each section of the Proposal showing Proposal section number and page number.

We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered? | Provided the pre-existing documents are provided as attachments and referenced in the corresponding section of your RFP response, this is acceptable. Otherwise, all pages must be numbered. |
| 123 | RFP HBE 18-004 | 3.7.e Proposal Presentation and Format Requirements | Page 14 | Vendor shall provide a copy of a Dun and Bradstreet business/credit report of the Vendor's financial status and include the same for any Subcontractors used. Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only? | Yes, responding Vendors may submit this report in electronic format only. |

124	RFP HBE 18-004	Section 2 – Forecast and Price Proposal for Calls Handled (Mandatory Bid)	Page 70	"Column C – Provide the number of CSR staff needed to successfully respond to the projected number of calls handled in Column B. Proposed CSR levels for calls handled shall include all costs and staffing necessary to accomplish phone and email services and document processing functions, as reflected in Section 4.1.4.". Please confirm CSR staff are only CSR agents handling calls and not supervisors, trainers, or managers.	Confirmed. CSR staff are only CSR agents handling calls and not supervisors, trainers, or managers.
125	RFP HBE 18-004	6.4.3 Step 5: Cost Proposal Evaluation and Scoring	Page 52	"The Vendor submitting the lowest Total Proposal Price (Fixed and Direct costs, including per-call rate) will receive 250 points. Other Vendors will receive a score based on the following formula: Vendor Score = (Lowest Vendor Price ÷ Vendor Price) X 250 points". Please indicate the volume which will be used to calculate the per call evaluated price in excess of the fixed price (for the purpose of calculating the total proposal price). Fixed price + (per call rate x what volume) = Total proposal price.	WAHBE has elected to not provide responding Vendors with the call volumes we will use for evaluation purposes. Vendors shall estimate their own anticipated call volumes, using the historical data WAHBE provided in RFP Exhibit G.

126	RFP HBE 18-004	Section 4 – Contract Minimum and Maximum Price Proposal (Mandatory Bid)	Page 73	"Row A – Vendor is to provide a proposed Contract MINIMUM. This amount is to be based on Vendor's base operating expenses to accomplish the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E regardless of the number of calls received or handled. Row B – Vendor is to provide a proposed contract MAXIMUM. Vendors must include all costs necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E, regardless of the number of calls received or handled". Please confirm that the contract minimum and contract maximum are not included in the cost evaluation formula. Or if the minimums and maximums are evaluated, please indicate how they will be incorporated into the cost score.	Correct. The Contract Minimum and Maximum is a required response, but it is not used for evaluation purposes. This figure may be used to establish (or negotiate) a price ceiling and floor with the ASV.
127	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Does the State need Vendors to propose an email solution? Or will we access emails through the State's existing solution? Does the State need Vendors to propose a fax solution? Or, will we access faxes through the State's imaging solution?	Outlook licenses provided by the Vendor are needed to access the WAHBE Customer Support Inbox. A Fax solution is not requested. Fax documents are imaged and indexed by the external Imaging System and processed by the Document Team per the indexed document type. Fax documents are included in the Application or Upload data columns in Exhibit G per document type.

128	RFP HBE 18-004	4.1.4. Core Functions – Technical Application Errors	Page 20	Can you please provide a list and description of active workaround processes in place today and when it is expected that each will be retired?	Most workarounds deployed to the Call Center are handled by back office escalation team. We do not have a list of active workarounds. Two workarounds we currently have require data manipulation and a long call with the customer - that may get escalated. In the past, some of our workarounds last for up to 6 months. Today, workarounds are remediated in about 60 days or less.
129	RFP HBE 18-004	4.1.4. Core Functions – Document Management	Page 21	Can you please describe the types of documents the Vendor is responsible for uploading into the customer dashboards of HPF? Can you describe the process of uploading documents to the dashboards? Is it simply linking the image record to the customer record?	Please see WAHBE's response to question #12
130	RFP HBE 18-004	4.2.4. Facilities Support Staffing	Page 23	Please confirm that the Vendor will not be responsible for receiving, processing and scanning paper documents.	Confirmed. Vendor will not be responsible for receiving, processing and scanning paper documents.
131	RFP HBE 18-004	4.3.1. Key Staff	Page 24	Please define the roles and responsibilities of the Human Resource Manager? Is this the individual responsible for the day to day management of the staff and performance delivery? The sample contract defines a Contractor Call Center Manager – please confirm this is the same role as Key Staff role Human Resources Manager.	HR Manager responsible for day to day personnel matters, recruitment, hiring, and vendor specific business needs. Call Center Manager is responsible for day to day service delivery operations and performance. These are two distinct, full-time WAHBE-dedicated job roles.
132	RFP HBE 18-004	4.3.1 Key Staff	Page 23	While key staff must be full time and dedicated to WAHBE program, can vendors propose a single full-time dedicated FTE to perform two of the key roles?	See WAHBE's response to question #33.

133	RFP HBE 18-004	4.7.2. Hardware and Software	Page 39	Can you offer additional information as to why you recommend 24" monitors?	24 inches is recommended because CSRs may be required to have more than one application on the screen at one time.
134	RFP HBE 18-004	4.7.6. Data Maintenance and Migration	Page 41	Please confirm the current Vendor's call recording software, is it NICE as is stated in item (a) or Calabrio as stated in item (c)	Calabrio system was used beginning 9/01/2013 through the transition to NICE software, which occurred around November 2017. The final cut-over date is not available.
135	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	Can you please define the difference, if any, between item (a) and item (c) requirements?	WAHBE staff must be able to access call and screen recordings from startup on 10/1/2013 without regard to software: Calabrio, NICE or future software.
136	RFP HBE 18-004	5.13. Security Proposal (MS)	Page 46	Please advise if the sample copies of the Security Plan and Disaster Recovery Plan are excluded from the 8-page limit.	Yes. Please also see WAHBE's response to question #15.
137	RFP HBE 18-004	5.11 Operations Proposal (MS)	Pages 45-46	Please advise if the proposed workforce management and staffing plan and the workplan are excluded from the 20-page limit.	Yes. Please also see WAHBE's response to question #15.
138	RFP HBE 18-004	5.14 Reporting Proposal (MS)	Pages 46-47	Please advise if the samples of reports are excluded from the 3-page limit.	Yes. Please also see WAHBE's response to question #15.
139	RFP HBE 18-004	6.5 Stage Three – Oral Presentations, Site Visits and Reference Checks	Page 52	Please provide scoring evaluation process and criteria after Stage 3.	In accordance with RFP section 6.4.5, the top 3 vendors identified in Stage 2 will be moved forward to Stage 3. WAHBE has not yet finalized the evaluation model for this stage, as it is heavily dependent on the information provided by responding Vendors, and questions we identify during Stage 2 proposal evaluations. All Vendors moved forward to Stage 3 will be provided evaluation information along with (or shortly after) receiving an invitation to provide an Oral Presentation.

140	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Are the call volumes for average daily, minimum daily, maximum daily and total monthly volumes representative of calls handled by agents or calls received?	The call volumes in Exhibit G represent the number of calls offered/received.
141	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	If the call volumes are representative of calls handled by agents, can you please provide the calls received volumes and calls abandoned volumes?	See WAHBE's response to question #72.
142	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	If the call volumes are representative of calls received, please provide the call volumes handled by agents	See WAHBE's response to question #72.
143	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly volume of calls received in the IVR	This data is provided in Exhibit G.
144	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly IVR containment rate (calls handled within the IVR and not transferred to an agent)	The current IVR is designed to help customers get to the right customer service representative to assist customers not able to self-serve using the HPF.
145	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly call volume blockage rate.	See Attachment 11 – Carrier Dial Blockage Report.
146	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly volume of emails received	See Exhibit G. Emails processed = emails received.
147	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly volume of applications received	This data is provided in Exhibit G.

148	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Please provide the monthly volume of document uploads received	This data is provided in Exhibit G.
149	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Is there any existing backlog for applications, emails, and document uploads? If so, please provide the current inventory for each type.	No.
150	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 78	Please provide the average volume of calls received and handled on Saturdays and Sundays during open enrollment period in 2017/2018	See Attachment 2 – OE-5 Weekend Call Data.
151	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	Are there any known or anticipated business, policy, procedure or legislative changes that could cause a material increase or decrease in volumes over the next three years?	See WAHBE's response to question #76.
152	RFP HBE 18-004	4.5.4 Data Retention	Page 32	Do you intend for the Vendor to maintain the screen captures for 10 years, or only the voice recordings?	Yes, this is a CMS requirement for the Exchanges.
153	RFP HBE 18-004	4.7.6.b Data Maintenance & Migration	Page 41	What is the current CRM system being utilized?	Microsoft Dynamics is the current CRM.
154	RFP HBE 18-004	1.7 Objectives	Page 8	Should the desired proposal include data intake for applications only, or is there an expectation of eligibility processing?	The HPF system determines eligibility.
155	RFP HBE 18-004	1.7 Objectives	Page 9	Is the public facing web portal owned/hosted/maintained by WAHBE or the incumbent Vendor?	The public facing web portal is owned and operated by WAHBE.

156	RFP HBE 18-004	1.7 Objectives	Page 9	Page 9 of the RFP calls out, "Provide technical support (includes, but is not limited to, patching, versioning, system performance, security, access, and monitoring) for the Call Center applications, systems and technology stack". Does this indicate systems other than the Vendor's CRM that the successful bidder will be responsible for, and is there any development effort required for these systems?	Vendor is responsible for maintenance and operations of vendor provided applications, systems and technology as well as connectivity to WAHBE systems.
157	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Will the Vendor be required to send outbound mail to applicants? If yes, please provide volumes of mail by type.	Outbound email campaigns are out of scope for call center services. Email service requested is response to emails received via WAHBE Customer Support Inbox (Outlook email licenses needed).
158	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Are notifications of application results strictly via USPS? Are they at the household or individual level?	Notifications triggered from HPF are sent based on customer preference method, electronic or postal mail. These notifications are available for customer viewing on HPF customer dashboard.
159	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Does WAHBE application processing system determine any additional documentation needed to process the application, or do Vendor CSR staff need to manually make that determination?	The HPF sends notification and provides messaging in the customer account Document Center.
160	RFP HBE 18-004	4.3.2.3 Escalation Services	Page 27	Are there required outreach efforts to provide consumer education regarding WAHBE/Medicaid services in addition to the escalation services defined in 4.3.2.3?	No. Vendors may offer a strategy.

161	RFP HBE 18-004	4.7.1.1 ACD & IVR System Monitoring & Operational Requirements	Page 37	Is there any existing PBX for call center operations to be assumed by successful bidder or should the proposal include deployment of telephony equipment? Section 4.7.1 indicates integration with existing systems for both IVR/ACD but doesn't indicate if the core PBX is provided by WAHBE or the Vendor. Is the Vendor to provide the IVR solution, or work within WAHBE existing IVR framework?	All telephony equipment and services are the responsibility of the Vendor.
162	RFP HBE 18-004	4.5.4 Data Retention	Page 32	What is the estimated annual volume of physical documents required by section 4.5.4, Data Retention?	It is expected the Vendor maintains electronic storage of business and operations documents. The storage volume is based on the Vendor practice.
163	RFP HBE 18-004	4.5.4 Data Retention	Page 32	What is the size of historical total volume data retained?	We do not have this information.
164	RFP HBE 18-004	4.5.4 Data Retention	Page 32	Please provide the list of interfaces (Inbound and Outbound) connected to WAHBE	Most interfaces are not within the scope of this RFP, and therefore are not provided. The call center will need to connect to the HPF website through a site to site VPN. HPF will operate on port 443 and functions like any other website. The call center will also need a site to site VPN to WAHBE for support systems that assist HPF. These systems also use port 443 and will be accessed through a web browser. The call center will also be required to use the Microsoft Office 365 WAHBE tenant for all WAHBE branded email communications with customers.
165	RFP HBE 18-004	4.7 Technology Requirements	Page 38	What is the current technology stack supporting WAHBE application? (.NET + JAVA + Script + SQL, DEVOPS)	HPF is JAVA Supporting applications are .Net with SQL

166	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Pages 65-66	Please provide the historical performance in relation to KPIs for years 2015-2018.	The KPIs for the previous State Fiscal year, July 1, 2017 to June 30, 2018 were met. Historical performance is not relevant to this RFP.
167	RFP HBE 18-004	4.3.4 Training	Page 28	Will WAHBE provide "Train-the-Trainer" training during the development and implementation stages for WAHBE-specific procedures and use of the HPF system? If yes, please provide the number of days the training session is in length.	Train-the-Trainer during the Transition-In phase would be no less than 4 weeks (20 days).
168	RFP HBE 18-004	4.3.4 Training	Page 28	How many days is the length of the current Vendor new hire training?	New hire training is anticipated to be no less than 4 weeks (20 business days).
169	RFP HBE 18-004	4.1.3 Customer Service Delivery Methods	Page 20	Is WAHBE currently using any fax server solution and if so can you elaborate on its functionality? Can Vendors assume the fax server is provided by the current Vendor of the Call Center?	A Fax solution is not requested. Fax documents are imaged and indexed by the external Imaging System and processed by the Document Team per the indexed document type. Fax documents are included in the Application or Upload data columns in Exhibit G per document type.
170	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Would the Call Center Vendor at any time be responsible for handling physical paper applications received by WAHBE or they will only be presented with electronic scanned images?	Standard business practice is to processing paper applications via scanned image; however, data entry from hard copy paper application form may be required due to an imaging system failure or other unplanned recovery situation.

171	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Will a standard state appeal process be required? Can WAHBE please clarify if Vendor's will follow these requirements or do we need to create new ones?	WAHBE handles the Appeals process. Call Center may provide general information and refer the customer to the WAHBE appeals request form that is on the WAHBE Corporate website.
172	RFP HBE 18-004	4.3.1 Key Staff	Page 23	Does WAHBE require specific spans of control (e.g. ratios of supervision) for the 7 key staff positions listed in the RFP?	We currently don't have requirements and rely on the Vendor to determine the ratios necessary to meet KPIs and ensure staff is providing quality service as measured through quality monitoring.
173	RFP HBE 18-004	4.3.1 Key Staff	Page 23	In Section 6.5.2, Reference Checking, WAHBE refers to "checking references of Key Staff members" in its evaluation process, however it's not clear in the RFP there is a requirement to name Key Staff members or provide resume and references for those Key Staff members identified on page 23 and 24 in the RFP. Is it WAHBE's intention to receive the names of the Key Staff, their resumes and references at a later time during the evaluation process or should they be included in our Technical Proposal?	Section 6.5.2 has been revised to state that Vendors are not required to name Key Staff or provide resumes and references for Key Staff in their response the RFP. However, the ASV is required to provide this information for WAHBE's review and approval in accordance with RFP Section 4.3.1. and Sample Contract Section 11.d. See the addendum for the corrected language.
174	RFP HBE 18-004	4.3.2.1 Customer Service Representatives (CSRs)	Page 25	Are there special requirements for CSRs? For example, does the Current Vendor have licensed brokers to assist customers in plan selection? If so, how many and is this a State requirement for CSRs assisting customers with the HBE?	Broker services is a separate function of the WAHBE. CSRs may assist registered brokers with HPF functionality. They may also assist customers by helping locate a broker in the local area. A CSR is not authorized to provide plan recommendations.

175	RFP HBE 18-004	4.7.7 Chat Functionality (if implemented)	Page 41	We understand that WAHBE anticipates using Chat on the WAHealthplanfinder.org website. In order to properly assign a chat solution, does WAHBE envision chat to be limited to any specific functionality (i.e. enrollment, plan selection) or will chat be used universally for all customer inquiries and presented as a channel on the main page of the website?	The goal is to implement a chat functionality within HPF that will allow a customer to initiate a chat session with a customer service representative. The "chat button" will appear on main pages of the HPF that appear after the customer has signed in. This includes (but not limited to) application pages, special enrollment flow, and the dashboard pages. The call center vendor provides the chat solution.
176	RFP HBE 18-004	4.3.3 Multi-Lingual Support	Page 27	Can WAHBE please provide a detailed list of the non-English & Spanish languages required, specifically the percentage (%) of the total monthly volumes each language represents provided in Exhibit G: Call Center Volume Data?	WAHBE provides free interpreter and translation services to customers. The most applicable federal laws are listed in WAHBE's Language Access Plan (see Attachment 12 – WAHBE Language Access Plan). We currently translate written materials into eight languages: English, Cambodian, Chinese (Simplified), Korean, Laotian, Russian, Somali, Spanish and Vietnamese. Spoken language interpreter (oral) services shall be provided through our Call Center – through a language line that accommodate virtually any language, and through bilingual/multilingual call center staff that can address most commonly requested/high volume languages. These languages include but are not limited to: Spanish; Chinese; Vietnamese; Russian; and Korean. The call center must also accommodate reasonable accommodation requests for customers who are deaf, hard-of-hearing, or for a deaf-blind person who uses sign language to communicate. Also see Attachment 13 – Language Data and Information.

177	RFP HBE 18-004	4.3.4 Training	Page 28	Can WAHBE please indicate how long the "Train the Trainer" sessions will be?	The past HPF development cycles included two major releases and 2 minor releases. Per average TTT session for HPF releases, it would be an average of 2 hours per session topic. TTT for each system release varies, 4 hours to 10 hours dependent on the size of the release.
178	RFP HBE 18-004	4.3.4 Training	Page 28	What is the current new hire classroom training length?	New hire training is expected to be no less than four weeks (20 business days). Each day class is expected to be a full 8-hour business day.
179	RFP HBE 18-004	4.3.4 Training	Page 28	What is the current nesting/OJT training length?	5 business days the 4th week of the training period.
180	RFP HBE 18-004	4.3.4 Training	Page 28	What is the current / expected on-going / continuous education training required per agent per month?	The Vendor is expected to develop a communication/continuous learning plan to keep all agents and management staff current on policy, system and/or business process changes. This may include agent coaching and continuous education. On-going continuous agent development is in addition to WAHBE system release enhancement trainings, which are delivered via TTT sessions held by WAHBE for Vendor's training staff. Today the following meetings are held to engage WAHBE and Vendor for training and collaboration. WAHBE currently holds weekly 30-minute meetings with call center supervisors and managers (trainers, quality, floor support) in addition to monthly 60-minute meeting with WAHBE staff and the call center Training Team.

181	RFP HBE 18-004	4.3.6 Workforce Management	Pages 28-29	Can WAHBE please indicate if there is a requirement for staffing ratios for CSRs to Supervisors or any other staffing ratios that the Vendor must adhere to?	It is expected the Vendor staffing ratios for CSRs to Supervisors not to exceed 15:1 without WAHBE approval. Training class size for major system releases and new hire training should target about 25 learners. And WAHBE expects a Quality staffing ratio to be provided in the Vendor's proposal.
182	RFP HBE 18-004	4.5 Security Requirements	Page 31	Please verify if WAHBE identification will be the same as Vendor badges?	It is expected to meet security requirements for WAHBE programs in facilities with other co-located programs that WAHBE staff can be distinguished from other vendor programs. Please provide a description for meeting this security requirement.
183	RFP HBE 18-004	4.5 Security Requirements	Pages 31-32	Washington State Public Release Act could not be found – do you mean instead the Washington State Public Records Act? If so, how does WAHBE fit within the definition of this act?	Yes. We are referring to the Washington State Public Records Act. WAHBE is considered a "Local Agency" as defined in this act (Chapter 42.56.010 RCW), and subject to the act's requirements.
184	RFP HBE 18-004	4.7 Technology Requirements	Page 37	Can WAHBE please share additional information on the functionalities of your Current Vendor's CRM system? Do you have any training materials / design documents that you can share?	The current vendor system is a customized version of Microsoft Dynamics CRM. It is modified to capture HPF specific information such as logical application ID, SSN, DOB, case notes, email interactions, document upload interactions and application type interaction. The CRM is a Vendor-provided system. WAHBE does not have any design documents or training materials to share.
185	RFP HBE 18-004	4.7 Technology Requirements	Page 37	Does the CRM require integrations to any other data system / platforms?	The CRM is not integrated.

186	RFP HBE 18-004	4.7.1 Telephony System	Page 37	For IVR, ACD and CRM systems integration as required in 4.7.1.1 A, are you referring to a CTI Solution?	It is expected the Vendor will propose a set of technologies for integrating and managing computers and telephone systems.
187	RFP HBE 18-004	4.7.1.3 Telephony System – Reporting & Records Maintenance	Page 38	Vendor understands that WAHBE requires 100% of calls to be recorded, is the requirement the same for screen captures? If not, please specify percentage (%) required.	Yes.
188	RFP HBE 18-004	4.7 Technology Requirements	Page 38	Does WAHBE require a predictive / auto dialer for outbound calls?	Not required, please offer a recommendation if desired.
189	RFP HBE 18-004	4.7 Technology Requirements	Page 38	What is the bandwidth allocation requirement per agent / workstation?	Each Call Center location is currently powered by 100 mb/s lines. The current Vendor upgraded these in 2017 due to bandwidth issues. In 2017 Customer Service Representatives using PC's that had less than 8 mb of RAM suffered individual performance issues. Therefore, WAHBE recommends 100 mb/s and at least 8 mb of RAM supplied per station.
190	RFP HBE 18-004	4.7.3 Technology Support	Page 39	Please confirm if WAHBE will be provide voice/data circuits to the Vendor's Points of Presence (POP)? If this will be handled by the Vendor instead, please provide your data center locations/address.	WAHBE does not provide voice and/or data circuits to the Vendor's Point of Presence(s). Secure VPN communications channels shall be established between the Vendor data center/processing locations and the WAHBE data center, either on-premise or in the MS Azure Cloud.
191	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	Can WAHBE please provide additional information on the amount of data (e.g. total TB/GB/MB) to be migrated from the Current Vendor's CRM system to the Vendor's proposed CRM system?	We do not have this information.

192	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	Can WAHBE please provide the current version of the NICE Platform and more detail on its current functionality within the call center? Can you please elaborate on the functionality of the Calabrio Call and Screen Recording software within the call center? How is it different from the current Vendor's NICE platform? Meaning does NICE also serve as a Call Recording and Screen Capture software or does it differ in some way?	WAHBE does not have knowledge of the incumbent Vendor's current version of NICE. It is the call and screen recording functions of Calabrio that was used in the initial start-up 9/1/2013 through the transition to NICE software (around November 2017). NICE software is in use today for all calls and screen recordings
193	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	Please provide additional information on the amount of data (e.g. total TB/GB/MB) to be migrated from the current Vendor's NICE platform to Vendor's proposed platform. How far in the past should Vendors assume for data migration?	We do not have the information concerning the amount of data to be migrated/maintained. Vendors will need to maintain data from 2013 on
194	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	Could we have information on the technology that WAHBE uses for data retention, migration, etc.? What system(s) is being maintained by the vendor? What system(s) are maintained by WAHBE?	Technology not defined for Vendors. HPF and CSA are maintained by WAHBE.
195	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	In order to provide an accurate Chat price estimate, can Vendor's assume Chat SLAs mirror Voice SLAs for KPIs?	Yes.
196	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	In order to provide an accurate Chat price estimate, is it possible for WAHBE to share what is the expected concurrency and AHT for Chat?	For security purposes, we will only allow one chat per CSR. We don't have projected AHT for chat, however, we do expect it to be less than our AHT for phone calls.

197	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	Can WAHBE please provide historical data KPI's to validate their CSAT goal (95% of all customer satisfaction surveys received for the period must indicate a satisfaction rate of "Good" or higher as it relates to the quality of the call center and customer interaction)?	Customer Satisfaction survey was discontinued in 2015. No relevant information available.
198	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	Can the WAHBE please indicate what the ramp to competency time is (i.e. 90 days) to meet KPIs?	KPIs will be measured beginning Day 1 of operations.
199	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	What is the timeline to proficiency for new hire agents to reach the AHT targets?	We do not currently have AHT targets.
200	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	What is the AHT or productivity rate for Emails?	WAHBE has no data available.
201	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	What is the hourly thru-put or productivity rate for paper processing and document Processing?	WAHBE has no data available.
202	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Are the AHT's listed for QHP & Medicaid enrollment the average of the two or do both call types have the same AHT? If the AHT provided is the average, is it possible to get the AHT for each call type?	Column "Avg Call Length (minutes)" represents the average for all call types. Yes. See Attachment 18 - Total Call Volume by Call Type
203	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Can WAHBE please provide historical call arrival patterns with a breakdown of talk, hold and talk time by 30-minute intervals?	See Attachment 14 - Interval Report by Time. This report shows the call center statistics at each 15-minute interval for 12 months of data, by quarter, for the period 07/01/2017 – 6/30/2018.

204	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Can WAHBE please provide an estimate of the total annual outbound calls required and AHT associated with OB calling?	See Escalation team outbound call volume. AHT is not measured for Escalation team.
205	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Can WAHBE please provide Vendor's with historical weekly, daily and interval call arrival data for the previous 24 months? Can WAHBE provide vendors more detail (weekly or daily) for the previous 24 months or at a minimum the peak months (Nov - Jan) in weekly intervals? This will allow Vendors a better and more accurately forecast the overall solution required by WAHBE. Industry standards for forecasting call volumes are typically done on a weekly basis and not monthly.	See Attachment 15 - All Calls All Languages Daily Report, for the available data. Also see WAHBE's response to question #203.
206	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Can WAHBE please provide an overview of their forecasting process for the forecasts provided for QHP Enrollment and Medicaid enrollment? Also, is there a current forecast process that WAHBE requires the Current Vendor to adhere to that can be shared for call volumes?	The July 2015 - August 2018 QHP enrollment information provided in Exhibit G represents actual enrollment. Enrollment figures beginning September 2018 are based on a professional Actuarial Forecast. The Medicaid enrollment information is based on the November 2018 preliminary forecast provided by the Washington State Caseload Forecast Council (www.cfc.wa.gov). The Caseload Forecast Council is charged with forecasting the entitlement caseloads for the State of Washington. The Council meets several times a year to adopt official forecasts. No. There is not a current forecast process that WAHBE requires the current vendor to adhere to.

207	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Page 75	Can WAHBE please provide in addition to the total monthly calls "Received", the same data but for total monthly "Handled" calls? This will give us insight into historical abandonment rate for the current Vendor and will allow Vendors to forecast volumes for both Received and Handled calls more accurately as required in our Price Proposal.	See Attachment 15 – All Calls All Languages Daily Report, for the available data. Also see WAHBE's response to question #203.
208	RFP HBE 18-004	3.3 Letter of Intent – Mandatory Submission (M)	Page 11	The Mandatory Letter of Intent is due 9/28 but a time of submission is not noted within the RFP; please confirm the time by which it must be submitted	The Mandatory Letter of Intent must be received by WAHBE no later than 11:59 p.m. PT on 9/28/18. Please see the addendum for the correction.
209	RFP HBE 18-004	4.1.4 Core Functions	Page 21	Under the Core Function of Native American/Alaska Native Applicants and Assisters, there is detailed to have a dedicated unit to assist this portion of the population. What is the average volume and handle time monthly for these inquiries?	The Tribal Specialist Team was established July 1, 2017. The Tribal Specialist Team manually tracks calls received. Currently, a tribal call is manually transferred to the Tribal Specialist team. See Attachment 4 – Tribal Specialist Team Call Data. The average call volume and handle time information requested is not available. Typically calls handled by this team are complex applications thereby longer than the total calls AHT is expected.
210	RFP HBE 18-004	4.3.4 Training	Page 28	Will the Train-the-Trainer model include information surrounding eligibility information for each respective plan on the HPF?	The "Train-the-Trainer" training approach will provide content for using HPF system which includes program eligibility and enrollment functions. It will include information for using other WAHBE tools such as the ticketing system.

		4.3.2.2 Support Personnel	Page 26	The listed sections indicate that mail support is anticipated even with having the document imaging work done off-site.	
211	RFP HBE 18-004	Exhibit E.2. Critical Events and Liquidated Damages	Page 68	Does WAHBE have a designated address they would prefer the ASV maintain for paper submissions or will it be upon the ASV to establish? What is an overview of the requirements in handling paper applications/ correspondence, including scanning, filing, etc.? Is there any printing of materials involved in support staffing (marketing, applications, etc.)?	The mail support reference is to the Vendor's business needs, not WAHBE documents.
212	RFP HBE 18-004	4.1.4 Core Functions	Page 20	How many visits does the website receive daily and what is the expected chat volume monthly, if implemented?	See Attachment 16 – Daily HFP Visits, for available information. WAHBE anticipates less than 10,000 chat interactions per month.
213	RFP HBE 18-004	Exhibit G: Call Center Call Volume Data	Pages 75-78	What are your peak periods for receiving calls by weekday and interval in the day?	Highest call volumes are Monday and Tuesday, the largest spikes are generally the lunch hour for each day. Other year-round spikes occur following longer than normal maintenance outages planned or unplanned for WAHBE or other system partners, such as Federal Hub or DSHS Eligibility Services. The only caveat to this is during Open Enrollment when we are processing yearly renewals. Call Volume is higher every day than the rest of the year. Specific days between 11/1 & 12/15 that have higher than normal volume is; 1. November 15th 2. December 13th 3. December 14th 4. December 15th - Generally, the highest volume day in OE.

214	RFP HBE 18-004	4.1.3 Customer Delivery Methods 4.1.4 Core Functions 4.3.2 Organizational Structure and Staff	Page 20 Page 21 Pages 25-27	Can you share average monthly volumes and work times by the specialized team, i.e. Tribal, email, escalation, etc. and/or function, i.e. voice, data entry/processing, email, fax?	See Attachment 17 – Average Monthly Volumes and Work Times by Specialized Teams, for the available data.
215	RFP HBE 18-004	4.1.4 Core Functions	Page 20	Can you please go into more detail regarding the type of data entry required for call-in or paper applications? What is the average time it takes to process a call-in application? What is the average time it takes to process a paper application? What is the turnaround expectation for any paper processing?	A copy of Washington's paper application, form #18-001P, is available on the Health Care Authority website at https://www.hca.wa.gov/assets/free-or-low-cost/18-001P.pdf. Current AHT for a new application by a phone representative is 807.1 seconds. Data available on Attachment 18 - Total Call Volume by Call Type. AHT data is not collected for Document Processing services. The required turnaround for application and other document processing services is 10 calendar days; as provided in RFP Exhibit E.
216	RFP HBE 18-004	4.3.2.1 Customer Service Representatives (CSRs)	Pages 25-26	Is interaction with the WAHBE ticketing system only necessary in the case of customer complaints or other escalated issues? In what circumstances will this system be used? Item A references the all customer interactions and work processes being captured in the Vendor provided CRM. Are CSRs expected to enter complaints into the CRM first and then the WAHBE ticketing system?	CRM entry must occur for every inbound call and document team activity to record caller information, notes, and interaction type. The ticketing system is used for to triage and escalate incident issues for reporting and/or resolution by the Escalation team and WAHBE.

217	RFP HBE 18-004	4.3.2.3 Escalation Services	Page 27	Are incident tickets worked by the Vendor's staff outside of the vendor supplied CRM in the WAHBE ticketing system?	Yes.
218	RFP HBE 18-004	4.3.3 Multi-Lingual Support	Page 27	Is information available to be shared that outlines the percentage of Spanish communications by work type?	Phone services only.
219	RFP HBE 18-004	4.1.2 Hours of Operation	Page 19	Footnote explains that any changes in coverage can be requested with 10 days' notice to Vendor. For any ramp up period surrounding enrollment, how much notice would the ASV receive to begin enrollment hours for any adjustments?	Annual open enrollment ramp-up discussions generally begin 6 months prior to the first day of open enrollment and finalized 4 months prior. Other adjustments requested would follow a 10 days' notice to vendor as described on page 19, section 4.1.2.
220	RFP HBE 18-004	4.1.4 Core Functions	Page 20	When handling general inquiries that require a warm transfer, what is the process when no one is available to handle the call?	Currently, warm transfers are not a normal business process.
221	RFP HBE 18-004	Exhibit E: Call Center Key Performance Indicators (KPIs) and Liquidated Damages	Page 65	Will CSRs be expected to receive and respond to emails within WAHBE's email platform? If yes, what platform?	The Platform used is O365 Exchange commercial. Each person that is required to receive and respond to email on behalf of WAHBE must be provisioned an account that has access to email on our O365 commercial tenant.
222	RFP HBE 18-004	4.7.1 Telephony System	Page 37	For requirement B, Will the desired IVR integration with HPF portal and CSA be based on a data feed process, or real time API hits?	Realtime connection will be required utilizing an API though a secured network connection. HPF traffic is secured and transmitted through internet traffic.
223	RFP HBE 18-004	4.7.1 Telephony System	Page 37	For requirement E, Which IVR options are desired to be able to be configured by WAHBE staff?	Any and all collaboration with the Call Center will be through the Associate Director of Call Center and the WAHBE Call Center team; these updates will not be done without a collaboration effort in order to not cause an interruption in vendor services.

224	RFP HBE 18-004	4.7.1 Telephony System	Page 37	For requirement F, what type of scheduling capabilities would be desired? Allowing the customer to choose a time, or scheduling a callback based on estimated wait time?	Vendor should offer a strategy for your proposed solution.
225	RFP HBE 18-004	4 Call Center Requirements	4.1.4 Core Functions	Are the "software rules engine" a part of HPF or something that we need to create? If already existing, do they currently "process" the "Application Results Notifications"?	The software rules engine is part of the HPF system. The HPF system triggers the application results notifications.
226	RFP HBE 18-004	4 Call Center Requirements	4.1.4 Core Functions	What relationship will the "Vendor's Customer Relationship Management (CRM) system" have with the "WAHBE's ticketing system" in terms of data sharing or interfacing?	The CRM is not integrated with the WAHBE ticketing system.
227	RFP HBE 18-004	Addendum No. 1; Exhibit C – Sample Contract	27 WAHBE Property	What are some examples of property furnished to the contractor by WAHBE?	None
228	RFP HBE 18-004	4.7.6 Data Maintenance and Migration	Page 41	For requirement K, does the 10-year data retention period include all call and screen recordings?	Yes.
229	RFP HBE 18-004	4 Call Center Requirements	4.3.9 Transition-Out Plan	What does the incumbent vendor currently use for a CRM, and what is their "detailed transition-out plan" for transferring the data?	Microsoft Dynamics is the current CRM. WAHBE does not have a transition-out plan for the CRM at this time.
230	RFP HBE 18-004	Section 4 – Contract Minimum and Maximum Price Proposal (Mandatory Bid)	Pages 73	Would the state be able to provide more information about whether any call volume is to be assumed in the minimum price? For the maximum price, should we assume the maximum practical volume?	WAHBE has provided the historical information in Exhibit G so that Vendors may estimate projected call volumes. Vendors are to provide a minimum price that would represent their fixed costs, regardless of call volume. For the Maximum Cost, Vendor should assume their maximum practical volumes in addition to other fixed and variable costs.

Attachment 1 (Q. 16)

OE-5 and OE-6 Call Center Operating Hours

Open Enrollment 5   November 1, 2017 – January 15, 2018

- Monday – Friday: 7:30 AM – 8:00 PM (Pacific time)
- Saturday: 10:00 AM – 2:30 PM (Pacific time)
  - Holidays – Call Center closed
    - Thanksgiving Day (Thursday)
    - Day After Thanksgiving Day (Friday)
    - Christmas Day (Monday)
    - New Year's Day (Monday)

- *Select key dates extended hours*

  - Friday, December 15   7:30 AM – 11:59 PM
  - Saturday, January 13   10:00 AM – 2:30 PM
  - Sunday, January 14   10:00 AM – 2:30 PM
  - Monday, January 15   7:30 AM – 11:59 PM

Open Enrollment 6   November 1, 2018 – December 15, 2018

- Monday – Friday: 7:30 AM – 8:00 PM (Pacific time)
- Saturday: 10:00 AM – 2:30 PM (Pacific time)
  - Holidays – Call Center closed
    - Thanksgiving Day (Thursday, 11/22/18)
    - Christmas Day (Tuesday, 12/25/18)

**open on Veteran's Day Nov 12 (Monday) and open day after Thanksgiving Nov 23 (Friday)

- *Select key dates extended hours: subject to change and dependency on system availability*

  - *Final week of December 9 -15*
    - *Dec 9, Sunday closed*
    - Dec 10, Monday – Dec 13, Thursday 7:30 AM – 10 PM
    - Dec 14, Friday and Dec 15, Saturday 7:30 AM – 11:59 PM

Attachment 2 (Q. 16, 82, 150)

Open Enrollment 5 (OE-5) Weekend Call Data

OE 5 All Calls all Languages Statistics for Weekend Hours Operating hours 10:00 AM - 2:30 PM					
Date	Total Offered Calls	Total Handled Calls	Avg Speed Ans (Sec)	Abandon %	Call AHT (Sec)
11/04/2017	591	591	2.3	0.00%	703.6
11/11/2017	485	482	8.6	0.62%	676.5
11/18/2017	507	507	4.2	0.00%	694.0
11/25/2017	466	465	10.5	0.21%	639.9
12/02/2017	741	736	29.5	0.67%	657.2
12/09/2017	700	700	1.5	0.00%	578.8
12/16/2017	198	119	5707.9	39.90%	499.8
12/23/2017	122	122	18.7	0.00%	599.9
01/06/2018	367	367	2.1	0.00%	703.9
01/13/2018	753	661	473.7	12.22%	716.3
01/14/2018	614	614	3.4	0.00%	660.2

Attachment 3 (Q. 18, 86)

Outbound Call Data

Month	Calendar Year	Number of Outbound calls
July	2017	No data available
August	2017	No data available
September	2017	No data available
October	2017	2763
November	2017	3020
December	2017	2648
January	2018	1825
February	2018	1415
March	2018	1210
April	2018	1220
May	2018	1081
June	2018	907
July	2018	947
August	2018	1176

Attachment 4 (Q. 24, 209)

Tribal Specialist Team Call Data

Month	Calendar Year	Average Call Length (minutes)	*Total Monthly Calls Received
July	2017		234
August	2017		245
September	2017	Length of call time is not currently tracked for Tribal Specialist team.	154
October	2017		152
November	2017		154
December	2017		164
January	2018	Calls are included in the Daily Call Volume.	246
February	2018		283
March	2018		371
April	2018		319
May	2018		323
June	2018		312
July	2018		326
August	2018		409

Document Processing Guide and Desk Aid Outlines

Troubleshooting Desk Aid Outline
The Troubleshooting Desk Aid will provide information for Washington HPF Customer Service Representatives to troubleshoot system-related issues with customers.   The desk aid will be organized in groupings based on screen flow and issue type. Specific instructions will be detailed in each section for the customer service representative to triage the issue, provide a resolution to the customer, or create an escalation ticket. The publication target is April 1, 2019. The guide outline is below:

1. Account Login
2. Dashboards
3. Individual Application
4. General Error Message
5. 1095-A Tax Form
6. FAQs
7. Household Members and Enrollment
8. How to Clear the Cache
9. Document change log

Document Processing Guide Outline
The Customer Support Center (CSC) Document Processing Guide will provide documentation for key policies and procedures for processing Washington Healthplanfinder (HFP) customer documents that are mailed, e-mailed, faxed, or uploaded directly by the customer to their HPF account. The guide will be organized in sections and documents important information that Customer Service Center Document Team members need to know while processing customer documents. The publication target is April 1, 2019. The guide outline is below:

1. Purpose Statement
2. Background
3. Document Entry Points
4. Systems and Tools
5. Roles and Responsibilities
6. Document Types
7. Document Workload Assignments
8. Document Processing Procedures
9. Acceptable Documents
10. Training Materials
11. Reports
12. Glossary
13. Document change log

Attachment 6 (Q: 39)

Email Processing Guide Outline

The Customer Support Center (CSC) processing guide will provide documentation for key policies and procedures for processing Washington Healthplanfinder (HFP) customer emails sent to the WAHBE-provided customer support address. The guide will be organized in sections and document important information that the Customer Support E-mail Team members need to know while processing customer e-mails. The publication target is April 1, 2019. The guide outline is below:

1. Purpose Statement
2. Background
3. Systems and Tools (HPF, CSA, CRM)
4. Roles and Responsibilities of CSC E-mail Team
5. E-mail Team Procedures
6. Training Materials
7. Reports
8. Glossary
9. E-mail templates
10. Document change log

Attachment 7 (Q: 46, 77)

Licensing Requirements

WAHBE requires the following licenses to be provided for access to Vendor systems:

Software/System	Organization	# Licenses
CRM	WAHBE	40
CRM	HCA and DSHS	40
Calabrio	WAHBE	2
NICE	WAHBE	2
Language Interpreter service	WAHBE	22
Vendor Knowledge Base and Document repository, such as SharePoint	WAHBE	6
Vendor Reporting Portal	WAHBE	12
Vendor Performance Dashboard(s)	WAHBE	6

Attachment 8 (Q: 52)

Current English IVR Script

Healthplanfinder Customer Support Center IVR menu options (draft)   Open Enrollment 6 Nov 1 – Dec 15, 2018 for Plan Year 2019
Dial 1-xxx.xxx.xxxx   **Welcome message**:   Thank you for calling the Washington Healthplanfinder Customer Support Center.
OE 6 message: Open enrollment is November 1st to December 15th for insurance coverage.   Our customer service representatives are ready to help you Monday to Friday 7:30 a.m. to 8 p.m. and Saturday 10 a.m. to 2:30 p.m. Pacific Time. Leading up to the December 15th deadline for coverage, we will also have extended hours.   If you are calling for help with your Washington Apple Health (Medicaid) coverage, you can apply any time of year.
For help in English, press 1   For help in Spanish, press 2   For help in Vietnamese, press 3   For help in Russian, press 4   For help in Mandarin, press 5   For help in Korean, press 6   For help in Cantonese, press 7   For help in Other Languages, press 0   To repeat this menu, press "#"
Select 1: Tribal   • Select 1: New   • Select 2: Currently enrolled   • Select 3: Assister or Broker
Select 2: New Applicant
Select 3: Existing Customer   • Select 1: WA Apple Health (Medicaid)   • Select 2: QHP/QDP and receive no financial assistance or tax credits   • Select 3: For all other inquiries
Select 4: Customer Assistance groups   • Select 1: Carrier Call Center Specialist   • Select 2: Broker   • Select 3: Navigators, In-person assisters, Community Partners
Closed   Thank you for calling the Washington Healthplanfinder Customer Support Center. We are currently closed.   Our customer service representatives are ready to help you Monday through Friday, 7:30 a.m. to 8 p.m. and Saturday 10 a.m. to 2:30 p.m. Pacific Time. Leading up to the December 15th deadline for coverage, we will also have extended hours.   To make a selection from our frequently asked questions menu, press "x".

Attachment 9 (Q: 56)

HPF Customer Support Center IVR Survey

After CSR completes call they ask customer to stay on the line to take a quick survey.

Start Survey
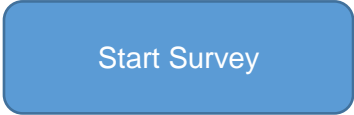
We are interested in your feedback. Please respond to the following four questions.

Was the customer service representative that you talked with today friendly and courteous? Please press 1 for YES or press 2 for NO

Did you get the information you needed? Please press 1 for YES or press 2 for NO

Was your issue resolved during the call? Please press 1 for YES or press 2 for NO

If PRESSED NO, Your issue was not resolved, do you know what to do next? Please press 1 for YES or press 2 for NO

Overall, how satisfied are you with the customer service you experienced? Please choose from the following options: Press 1 for Extremely satisfied Press 2 for Very satisfied Press 3 for Somewhat satisfied Press 4 for Not so satisfied Press 5 for Not at all satisfied

We appreciate your time completing our survey today. Thank you.

2017-2018 Daily and Monthly Document Team Data

EMAILS handled by WAHBE Call Center																															
2017	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	**25**	**26**	**27**	**28**	**29**	**30**	**31**	**Total Month**
January	0	0	60	277	67	44			47	71	169	131	154				17	58	149	119			0	76	87	102	187	52	0	2	0	1869
February	295	83	185			97	88	38	103	56			91	90	88	33	43				100	55	68	29	0	0	78	38				1658
March	100	21	68			39	68	122	109	123			161	122	26	15	23			71	37	63	39	24	0	0	73	115	34	62	82	1597
April			56	90	87	34	73			72	5	69	57	16			0	102	44	102	19			44	92	0	32	64	0			1058
May	80	0	63	39	17			111	0	33	17	25			61	13	23	32	40			38	0	30	0	0				45	45	712
June	0	0			30	0	32	0	39			44	24	27	23	19		20	18	0	0	36				54	0	30	24	28		448
July	0	0	0	0	25	28	24			37	22	17	26	0		0	46	18	20	13			21	18	16	18	15			19		383
August	30	16	32	8			40	15	0	19	31			20	0	37	19	30			30	18	20	15	14			32	15	19	24	484
September	18				29	23	23	9			7	9	7	21	28			3	43	47	18	28				26	7	26	0	29		401
October		0	45	14	25	35			31	0	55	18	39			1	46	21	0	53			0	32	30	8	45			51	40	589
November	0	50	50			48	26	50	33	55			30	62	60	33	52	0		59	55	6					59	76	36	50		890
December	75			73	0	75	62	60			60	80	74	74	60			77	79	52	16	44					70	65	46	11		1153
2017 Total	**598**	**170**	**559**	**501**	**280**	**423**	**436**	**405**	**362**	**466**	**366**	**393**	**663**	**432**	**346**	**151**	**223**	**369**	**393**	**541**	**288**	**252**	**163**	**271**	**267**	**257**	**583**	**468**	**149**	**257**	**210**	**11242**

2018	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	**25**	**26**	**27**	**28**	**29**	**30**	**31**	**Total Month**
January		22	0	58	53			63	56	56	0	59			44	66	59	0	16			65	68	51	9	51			62	8	37	903
February	29	19			55	54	28	0	8			70	63	33	0	26			53	63	40	38			30	46	0					655
March	41	27			61	25	32	36	37			30	0	0	65	20			20	47	46	33	0				0	0	74	92	12	698
April		31	30	30	26	56			25	21	36	7	33			47	30	20	20	20				32	25	28	14	9		37		577
May	0	55	21	17			28	15	25	23	27			28	26	25	30	27			22	27	23	14	19				31	32	30	545
June	16			24	26	23	16	12			4	26	0	58				46	26	22	26	0					0	0	46	0	42	413
July		44	3		13	31		4	11	27	18	21		23	15	16	20	16			15	18	18	13	23					19	11	379
August	30	13	16			21	22	13	16	15			23	13	15	19	12			33	21	22	21	22			30	18	17	22	21	455
2018 YTD	**116**	**211**	**70**	**129**	**234**	**210**	**126**	**139**	**171**	**126**	**94**	**210**	**140**	**132**	**150**	**226**	**146**	**109**	**102**	**191**	**178**	**187**	**197**	**130**	**74**	**108**	**154**	**92**	**244**	**130**	**99**	**4625**

APPLICATIONS (new and renewals received from HCA Imaging System and Processed by WAHBE Call Center)

2017	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Month
January	0	0	62	364	449	381			152	291	350	223	287				54	217	287	288			91	156	284	322	275	192	28	68	15	4836
February	285	223	208			248	256	294	219	164			146	50	101	195	126				190	152	85	28	0	0	206	184				3360
March	208	223	181			215	107	163	140	104			151	91	166	101	62			183	122	126	207	185	0	0	168	123	179	149	131	3485
April			157	134	141	148	73			53	72	107	97	55			53	121	110	156	38			59	88	73	187	136	147			2205
May	117	231	145	192	194			125	179	195	39	107			144	97	55	157	145			191	163	132	160	88			138	136		3130
June	145	94			212	148	137	105	70			112	63	192	142	78			40	114	158	114	151			179	172	113	191	188		2918
July			140		128	152	95			110	120	127	66	105			57	151	233	229	145			209	107	176	234	134			113	2831
August	166	105	126	19			114	90	21	15	102			64	129	153	195	126			194	180	231	182	86			68	115	137	235	2853
September	169				127	117	139	39			16	16	9	12	74			55	85	150	92	214			102	9	119	171	171	138		2024
October		231	91	150	180	165			82	65	115	166	170			67	85	144	146	168			151	143	208	200	124			105	113	3069
November	92	52	52			123	80	125	142	128			0	101	115	188	168	175		193	251	299			123		265	199	175	180		3226
December	195	105		170	172	209	215	197			189	164	181	160	85	60		76	180	184	207	207				177	207	260	253	125		3978
2017 Total	**1377**	**1264**	**1162**	**1029**	**1603**	**1906**	**1216**	**1138**	**1005**	**1125**	**1003**	**1022**	**1170**	**830**	**956**	**939**	**855**	**1222**	**1226**	**1665**	**1397**	**1483**	**1079**	**1196**	**1065**	**1334**	**2009**	**1580**	**1226**	**1090**	**743**	**37915**

2018	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Month
January		200	205	228	174			143	138	129	121	103			96	43	59	128	153			132	215	179	224	190			159	172	128	3319
February	192	190			129	117	125	97	86			75	77	73	118	118				104	134	66	94			96	90	7				1988
March	71	131			127	181	174	183	149			115	166	120	146	100			73	110	84	116	110			80	119	150	151	165		2821
April		147	120	161	135	129			41	0	131	2	129			37	132	101	87	78			98	105	129	140	158			138		2198
May	75	93	145	97			101	61	48	69	56			99	81	98	131	47			118	131	132	118	64				79	111	103	2057
June	67			79	45	59	35	103			88	90	100	73		8			41	77	112	77	77			100	126	142	127	136		1762
July		100	97		104	53			101	103	78	87	92			37	25	75	51	75			843	112	113	103	145			81	128	2603
August	150	116	70			41	33	87	77	109			83	91	100	46	72			114	110	120	129	53			80	131	134	154	108	2208
2018 YTD	**555**	**977**	**637**	**565**	**714**	**580**	**468**	**674**	**640**	**410**	**474**	**472**	**647**	**456**	**541**	**487**	**419**	**392**	**441**	**593**	**523**	**642**	**1621**	**567**	**630**	**735**	**734**	**415**	**659**	**821**	**467**	**18956**

Documents (all document types received from HCA Imaging System and Processed by WAHBE Call Center)																															
2017	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Month
January	0	0	115	464	622	612			121	557	326	453	160				105	261	410	345			12	226	348	383	73	41	0	13	13	5660
February	370	389	368			594	475	396	305	276			551	302	272	337	279				597	143	103	85	0	0	237	414				6493
March	552	504	422			392	298	657	207	474			427	638	511	260	189			252	362	394	500	471	0	0	446	344	610	369	551	9830
April			388	459	363	435	249			533	511	381	130	213			35	492	473	480	128			337	452	490	263	125	281			7218
May	465	436	505	581	310			452	419	607	424	527			438	272	308	396	273			365	420	400	512	539				549	453	9651
June	590	644			217	497	463	291	304			414	145	327	308	184			159	352	587	440	472			490	349	407	545	398		8583
July			412		539	443	367			421	536	515	612	90			193	170	434	484	160			356	226	320	300	240			201	7019
August	365	486	415	122			490	289	161	126	268			492	468	472	337	366			155	411	370	466	263			186	399	381	76	7564
September	390				285	500	427	206			137	47	167	126	116			149	254	456	359	424			125	154	517	613	247			5699
October		405	196	602	396	394			43	436	375	484	397			57	496	310	351	122			178	470	437	370	93			76	271	6959
November	26	110	161			266	215	401	350	322			130	285	344	361	429	256		560	480	480			34		369	348	260	288		6475
December	277	157		259	227	282	229	235			293	368	465	385	74			259	363	433	287	247				252	411	408	320	138		6369
2017 Total	3035	3131	2982	2487	2959	4415	3213	2927	1910	3752	2870	3189	3184	2858	2531	1943	2371	2659	2717	3484	3115	2904	2055	2811	2397	2998	3058	3126	2662	2212	1565	87520

2018	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Month
January		378	616	528	358			360	241	246	283	258			292	111	345	274	297			296	216	397	336	194			345	279	306	6956
February	366	287			384	260	330	429	438			334	244	252	335	314				350	254	243	291			213	176	112				5612
March	213	343			397	276	420	389	451			374	265	395	265	469			651	222	300	288	282			192	282	434	519	560		7987
April		393	302	408	529	381			456	0	342	45	651			125	273	378	378	355			291	222	370	373	391			273		6936
May	178	392	400	256			218	306	333	372	175			340	260	331	397	241			322	374	452	391	320				191	367	301	6917
June	227			290	190	255	349	368			390	311	442	490			267	291	343	308	313			297	271	288	364	340				6394
July		250	333		497	463			336	326	432	293	268			135	161	279	233	242			348	431	371	391	289			315	408	6801
August	510	338	284		209	291	345	431	315			159	292	356	464	394			367	325	290	395	483			230	353	333	368	255		7787
2018 YTD	1494	2381	1935	1482	2355	1844	1608	2197	2686	1259	1622	1615	2029	1769	1508	1949	1570	1439	1850	1879	1509	1804	2275	1924	1694	1634	1656	1263	1728	2162	1270	55390

Attachment 11 (Q. 145)

Carrier Dial Blockage Report

WAHBE Carrier Dial Blockage Report 07/01/17 - 8/30/2018		
Month	**Calendar Year**	**Blockage %**
July	2017	0.01
August	2017	0
September	2017	1.47
October	2017	0.01
November	2017	0.01
December	2017	0.22
January	2018	0.03
February	2018	0.03
March	2018	0.02
April	2018	0.05
May	2018	0.01
June	2018	0.83
July	2018	2.81
August	2018	.0.02

WAHBE Language Access Plan

Last Updated: September 2018

I. GENERAL LANGUAGE ACCESS POLICY

1. **WAHBE Policy Statement**
   The Washington Health Benefit Exchange (Exchange or WAHBE) will take reasonable steps to provide limited English proficient (LEP) persons with meaningful access to all Exchange programs or services. Such programs and services include: Washington Healthplanfinder (web portal); WAHBE Customer Support Center (CSC); the Appeals program; and customer assistance functions, such as the Navigator Program.

   This policy is based on the principle that it is the responsibility of the Exchange to take reasonable steps to ensure effective communications between the Exchange and LEP persons and address potential obstacles related to the English proficiency of the individual.

   Exchange staff will take reasonable steps to effectively inform the public of the availability of free language accessible programs and materials.

2. **PURPOSE**

   The purpose of this Language Access Plan (LAP) is to promote effective communication with LEP individuals. It describes how the Exchange makes reasonable efforts to eliminate or reduce limited English proficiency as a barrier to accessing WAHBE programs or activities. This includes utilizing proven strategies to address language disparities including: the use of qualified language service providers, written translations, multimedia approaches, and other tools such as "taglines" that indicate the availability of language services.

   This LAP was created by a workgroup consisting of representatives from each WAHBE component as well as leadership offices. This LAP was developed with involvement from the Health Equity Technical Advisory Committee (TAC) and other stakeholder groups. State- agency partners, including Health Care Authority (HCA), Department of Social and Health Services (DSHS) and the Office of the Insurance Commissioner (OIC) were also consulted to promote alignment with existing language access policies and procedures.

3. **LANGUAGE ACCESS STANDARDS**
   This plan establishes guidelines designed to be consistent with the language access standards for state-based Exchanges set forth in the Affordable Care Act and subsequent regulations.
   The federal regulations that apply to WAHBE contain several references to the language services that must be provided for LEP applicants, including:

   - 45 CFR §155.205: Requires that information be provided to applicants and enrollees in plain language[1] and in a manner that is accessible and timely to LEP individuals through the provision of services at no cost to the individual, including (i) Oral interpretation; (ii)

Written translations; (iii) Taglines in non- English languages indicating the availability of language services; and (iv) Web site translations.

- 45 CFR §155.210: Requires that Navigators provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange, including individuals with limited English proficiency.

- 45 CFR 155.230: Requires that all applications, forms, and notices, including the single, streamlined application, conform to the accessibility and readability requirements in 155.205. Also requires that the Exchange re-evaluate the appropriateness and usability of applications, forms, and notices.

This plan also establishes guidelines designed to be consistent with other applicable federal and state civil rights laws and regulations protecting the rights of individuals with LEP (e.g., Section 1557 of the Affordable Care Act, Title VI of the Civil Rights Act of 1964, and the Washington Law against Discrimination).

- Section 1557 of the Affordable Care Act[2] prohibits discrimination based on race, color, national origin, sex, age or disability in certain health programs and activities. It requires that reasonable steps be taken to provide meaningful access to individuals with limited English proficiency. Covered entities, including the Exchange, must: post notices of nondiscrimination and taglines that alert individuals with limited English proficiency to the availability of language assistance services. Taglines must be posted in at least the top 15 non- English languages spoken in the state in which the entity is located. Covered entities are also encouraged to develop and implement a language access plan.

II. BACKGROUND

In Washington State, over half a million residents are LEP[3]. Washington's LEP population has experienced one of the fastest growth rates in the country, rising 210% since 1990. This growing population of Washington LEP residents is more likely to experience health disparities than other residents. Individuals who primarily speak a language other than English are less likely to have insurance, see a health provider regularly, or follow instructions for medical care and are more likely to frequent emergency rooms or other safety net options.

In recognition of the impact of language barriers on access to insurance coverage and care, Exchange staff began a series of meetings with LEP stakeholders in December 2012, to inform development of WAHBE policies and procedures.

In January 2013, Exchange staff shared with the WAHBE Board how LEP individuals would be able to access programs and services during the inaugural open-enrollment period. This included that:

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[1] *Plain language* has the meaning given to the term in in section 1311(e)(3)(B) of the Affordable Care Act.
[2] For additional information visit: http://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html [3] 2015 American Community Survey, Washington information available at: https://www.lep.gov/maps/2015/county/WA_cnty_LEP.ACS_5yr.2015.pdf

- *Washington Healthplanfinder* would be available in English and Spanish;
- The application and customer correspondence would be available (in hardcopy and online) in 8 languages: English, Cambodian, Chinese (Simplified), Korean, Laotian, Russian, Somali, Spanish and Vietnamese;
- Taglines would be available indicating the availability of language services at no cost in the same 8 languages;
- A Correspondence and Translation Manager would plan, manage and implement translation and printing business processes;
- Telephonic interpretation services would be available to CSC, Appeals, and Account Workers;
- LEP customers would be able to search for certified Navigators and brokers by language spoken.

In February 2013, the WAHBE Board created the Health Equity TAC, to provide expertise, experience, and professional perspectives on health equity in the Exchange, with a focus on: language access, health insurance literacy, hard-to-reach populations, cultural sensitivity, and other general access to coverage issues. Shortly thereafter, the TAC began to discuss language access priorities, including moving forward with the development of this plan.

Exchange staff received initial recommendations from the TAC in July 2013 to inform development of this LAP, which was first published in September 2014.

III. OPERATIONAL GUIDELINES IN THE PROVISION OF LANGUAGE ASSISTANCE SERVICES

4. QUALITY CONTROL OF SPOKEN AND SIGNED LANGUAGE COMMUNICATIONS AND OF WRITTEN TRANSLATIONS

WAHBE is committed to providing LEP individuals with high quality and accurate language assistance services, particularly in the areas of oral and written translations.

A. Oral Language Assistance

WAHBE, through its staff and network of contracted service providers, strives to provide oral language assistance in both face-to-face and telephone encounters. Language assistance is provided through a variety of means, including certified bilingual and multilingual staff, contract interpreters (including telephonic interpretation), and contracted providers. WAHBE takes reasonable steps to ensure that all staff or contracted personnel who serve as translators, interpreters, or who otherwise communicate with LEP persons are competent to do so.

Considerations of competency in light of particular tasks may include: demonstrated proficiency in and ability to communicate information accurately in both English and the other language; identifying and employing the appropriate mode of interpreting translating or communicating fluently in the target language; understanding and adhering to their role as interpreters, translators, or bilingual/multilingual staff.

A. <u>Website</u>: Information on how to access and utilize oral language assistance services at no cost is made available online in a conspicuous and accessible manner[4].

B. <u>Bilingual/Multilingual Customer Support Center (CSC) Staff</u>: The CSC requires bilingual and multilingual staff providing language services to LEP customers to be certified for interpreting and/or translating in that language by an established and reputable language testing and certification program (such as, Kenexa Assess, Alta Language Services or the Department of Social and Health Services language testing and certification program). Staff translation responsibilities are limited to "Client Specific" situations only. Bilingual staff are monitored by Bilingual Supervisors and QA staff.

C. <u>Navigator Program</u>: Navigator Lead Organizations are required to verify the language proficiency of individuals or organizations in their network that provide bilingual and multilingual services to LEP customers.

D. Telephonic interpretation services providing interpretation in over 175 languages are available to CSC staff, Appeals staff, and Account Workers.

B.   Written Language Assistance

WAHBE utilizes the Washington State Written Translation Contract (04312), which is managed by Department of Enterprise Service (DES), for all written translations. Health Care Authority, and the Department of Social and Health Services also utilize this contract. Information about the translation vendors, certifications/qualifications, translation review guidelines, training, and certification can be found online in the contract documents[5]. All translation requests for Healthplanfinder are coordinated by a single point of contact at the Exchange. WAHBE makes available to the public any outreach materials that are available in languages other than English, at no cost.

C. <u>Necessary Documents</u>: WAHBE prioritizes translation of necessary documents. Classification of a document as "necessary" depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered "necessary" is left to the discretion of WAHBE. The Exchange is guided by applicable legal standards in making decisions as to translation. Stakeholder input and available data are also utilized. WAHBE acts diligently to ensure that necessary documents will be written in plain English and made available online in a timely fashion.

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[4] Information is available at: http://www.wahbexchange.org/new-customers/application-quick-tips/language-resources/

[5] Information about the translation vendors, certifications/qualifications, translation review guidelines, training and certification is available at: https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=04312

Necessary documents are translated into 8 languages (English, Cambodian, Chinese (Simplified), Korean, Laotian, Russian, Somali, Spanish and Vietnamese). An individual's selection of the language needed for written communication is recorded in Washington Healthplanfinder and subsequent necessary documents are sent to that individual translated, at no cost.

Documents that may be considered "necessary" may include, but are not limited to:
- Application for Health Insurance[6]
- WAHBE Correspondences
- WAHBE Appeals Forms
- Outreach materials (including web-based materials) to LEP

populations See Appendix B for a list of materials currently translated into the 8

languages.

D. <u>Washington Healthplanfinder Content (English & Spanish Website)</u>: Washington Healthplanfinder is reviewed for accessibility and accuracy through the usability testing process[7]. Spanish translations for the website are obtained through the WA State Written Translation Contract.

E. <u>Glossary</u>: WAHBE maintains a glossary of core WAHBE vocabulary for consistent use in Washington Healthplanfinder translations. This glossary has been made available to the translation vendors[8].

5. **ONGOING ASSESSMENT OF LANGUAGE ACCESS NEEDS IN WASHINGTON[9]**

Following open enrollment each year, the Exchange solicits feedback from staff, vendors and navigators and brokers who work with LEP customers to inform whether the language assistance services provided by the Exchange are meeting their needs.

At least once every two years (on a bi-annual basis), WAHBE surveys LEP customers and community partners who assist LEP customers to gather information on potential language access barriers, including: how often language assistance services are being

used, if they believe there should be changes in the way services are provided, and whether the language assistance services in place are meeting the needs of the LEP communities in their services areas. The scope and method of survey implementation will be subject to available WAHBE and community resources. Survey findings are shared with the Health Equity TAC and other interested stakeholders[10].

6. **IDENTIFYING LEP INDIVIDUALS**

At the point of first contact, Exchange staff and vendors working with customers should make reasonable efforts to determine whether a person needs language assistance. This can be accomplished in several ways:

- Self-identification by the non-English speaker, LEP individual or companion (if preferred language is not identified, inquire as to the primary language);
- Asking a multilingual staff or qualified interpreter to verify an individual's primary language; or
- Using an "I Speak" language identification card or poster or other type of tool.
- All customers who choose to complete an application through Washington Healthplanfinder can indicate a need for oral or written language assistance. This applies to customers who complete the application on their own, or with the assistance of navigator, broker, or the CSC. If a customer indicates they do not speak English, they are asked if they would like an interpreter and, if so, in what language. If a customer indicates they do not read English, they are asked which language they would like their correspondences translated to.

All LEP individuals can request interpreter services in over 175 languages through the CSC and can search for certified navigators and registered brokers by language spoken through Washington Healthplanfinder.

7. METRICS AND REPORTING

On an ongoing basis, the Exchange monitors the languages most frequently encountered using Washington Healthplanfinder and CSC metrics. Metrics include but are not limited to: customers who request an interpreter and for which languages; customers who request to receive translated notices and in which languages; and customers who speak to bilingual or multilingual CSC representatives and in which languages.

The CSC tracks LEP clients through call interactions with bilingual/multilingual CSC representatives, and telephonic interpreter services.

Tracking metrics are used to assess the need for additional language access resources, including translated materials and additional bilingual or multilingual customer support staff. Aggregate information about LEP customers is also made available twice a year in public enrollment reports[11].

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[6] Translated paper applications available at: Medicaid Forms (18-001P): http://www.hca.wa.gov/medicaid/forms/Pages/index.aspx

[7] Usability testing is part of the Exchange system design process. Consumers help test new, upcoming features for Washington Healthplanfinder, including textual changes. Feedback from consumer testing is used to improve system design. Stakeholders are broadly engaged to help recruit consumer testers.

[8] A customer-facing Glossary of Terms is available at: http://www.wahbexchange.org/glossary/

[9] To initially assess its critical public interface mechanisms (such as: marketing and outreach, face-to-face and over-the-phone customer service, Washington Healthplanfinder, and the corporate website) WAHBE used information from various sources including: consumer surveys, Navigator surveys, and referrals/complaints. The Exchange also conducted a self-assessment using a federally developed tool that is available here. Information on the findings was presented to the Equity TAC and is available here. This feedback informed updates to this Plan and related language access policies and procedures.

[10] Most recent survey findings available at: https://www.wahbexchange.org/event/health-equity-tac-meeting-14-2018-09- 25/2018-09-25/

[11] Enrollment reports with language access related metrics are available at: https://www.wahbexchange.org/about-the- exchange/reports-data/enrollment-reports-data/

8. **STAFF TRAINING & RESOURCES**

Exchange staff who communicate with LEP individuals on a regular basis need to know how and when to access language assistance services. For policies and procedures to be effective, managers should take reasonable efforts to ensure that new and existing Exchange staff who interact with LEP individuals periodically receive training on: the content of the Language Access Plan and related policies and procedures; identifying language access needs; and, providing language assistance services to LEP individuals. The Exchange has the discretion to determine the nature, form, and frequency of this and other ongoing training provided to staff.

All Exchange staff have received cultural competency training. The Exchange has also made available culturally and linguistically appropriate services (CLAS) training consisting of e-learning modules developed by the Governor's Interagency Council on Health Disparities to all Exchange staff. The Exchange, in collaboration with the Health Equity TAC and interested community partners, has also made available a basic language access procedure manual for staff and vendors that interact or communicate with LEP individuals, staff whose job it is to arrange for language support services, and managers of such staff. Topics in the procedures manual include:

- Identifying the language needs of an LEP individual;
- Working with an interpreter in person or on the telephone;
- Requesting documents for translation;
- Tips on providing effective assistance to LEP individuals.

The Exchange values the bilingual and multilingual skills of its employees. All departments should take reasonable steps to develop quality control procedures to ensure that Exchange employees who communicate or correspond in a non-English language with LEP individuals do so in an accurate and competent manner. Multilingual Exchange employees with frequent interaction with LEP individuals or whose job description includes the provision of language assistance services will be certified for the interpreting and/or translating in that language by an established and reputable language testing and certification program (such as, Kenexa Assess, Alta Language Services or the Department of Social and Health Services language testing and certification program).

Each department should maintain a list of certified multilingual staff.

9. **CONTRACTING FOR LANGUAGE ASSISTANCE SERVICES**

In applicable contracts, WAHBE explains legal and program language requirements and makes reasonable efforts to ensure that requests for proposals or contracts for language

assistance service providers establish adequate quality control process for all deliverables. WAHBE continues to work with the Health Equity TAC, the Interagency LEP Workgroup, and other interested stakeholders to identify promising practices with respect to negotiating and securing high quality language assistance services.

10. NOTIFICATION OF THE AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AT NO COST

WAHBE is responsible for taking steps to ensure meaningful access to Exchange programs, including notifying all current and potential customers about the availability of language assistance services at no cost. Notification methods may include multilingual posters, signs and brochures, and informational material distributed to the public in electronic formats such as WAHBE websites, taglines, written documents, etc. As notification methods are developed, WAHBE makes those resources available to contractors and vendors who deliver language assistance services.

WAHBE also leverages ethnic and social media to increase awareness and utilization by individuals with LEP of WAHBE programs, activities, language assistance services, and products available in non-English languages.

11. STAKEHOLDER ENGAGEMENT

WAHBE convenes the Health Equity TAC to provide expertise, experience, and professional perspectives on language access, health literacy, hard-to-reach populations, cultural sensitivity, and other general access to coverage issues.

WAHBE participates in the Interagency LEP Workgroup and collaborates with language access staff at DSHS, HCA, OIC, and at other agencies/interagency groups (such as the inter-agency Notices Workgroup), to identify common language access issues, identify best-practices, and align policies. WAHBE staff routinely presents to interested stakeholder groups, including the Washington State Coalition for Language Access.

WAHBE will continue to solicit feedback from customers, staff, vendors, navigators and brokers, and other stakeholders who work with LEP customers to gather information on potential language access barriers (see Section 2 above).

12. PERFORMANCE MEASUREMENTS AND EVALUATION

At least once every two years the Exchange reassess and, where appropriate, update this plan to ensure that the scope and nature of language assistance services provided reflect updated information on relevant LEP populations, language assistance needs, and changes in technology.

The Exchange has a process for customers to submit concerns, complaints or issues related to language access, including a point of contact for facilitating resolution. The Exchange reviews and addresses feedback and complaints received from individuals with LEP and interested stakeholders with respect to language assistance services and products provided by the Exchange in a timely manner. Language access related feedback, complaints, and improvements are regularly shared with the Health Equity TAC.

The Exchange also monitors the effectiveness of language assistance services using Washington Healthplanfinder and CSC metrics and equity related benchmarks established by the Health Equity TAC. Additional methods for monitoring the effectiveness of language assistance services may include reviewing available data on community demographics and needs and observing interactions with LEP individuals.

F.   Appendix A. Language Access Related Resources

Washington State:
- Governor's Interagency Council on Health Disparities: http://healthequity.wa.gov/TheCouncilsWork/LanguageAssistance.aspx
- Washington State Coalition for Language Access, Multilingual Consumer Health Resources: http://www.wascla.org/
- Northwest Justice Project, Language Access & LEP Advocacy videos: http://www.youtube.com/playlist?list=PLEDBA3D39A7D52DBD&feature=plcp
- The Cross-Cultural Health Care Program (CCHCP): http://xculture.org/resources/

National:
- Limited English Proficiency (LEP) Resources: http://www.lep.gov/
- Federal Plain Language Guidelines: http://www.plainlanguage.gov/howto/guidelines/index.cfm
- The Interagency Language Roundtable (ILR): http://www.govtilr.org/
- National Action Plan to Improve Health Literacy: http://www.cdc.gov/healthliteracy/
- Office of Minority Health, HHS Action Plan to Reduce Racial and Ethnic Health Disparities http://minorityhealth.hhs.gov/npa/
- Office of Minority Health, Think Cultural Health National CLAS Standards Cultural and Linguistic Policy and Education Initiatives https://www.thinkculturalhealth.hhs.gov/
- Health Literacy Tools: http://www.health.gov/communication/literacy/#tools
- Health Literacy Studies: http://www.hsph.harvard.edu/healthliteracy/

G. Appendix B: Exchange Materials Currently Translated into 8 Languages

The following materials are currently available in English, Spanish, Chinese (simplified), Vietnamese, Korean, Russian, Somali, Cambodian and Laotian:

Document Type	Description
Correspondence	Contact Information Updated
Correspondence	Password Expiring
Correspondence	Individual/Employee Email Notification
Correspondence	In-Person Help Update
Correspondence	Important Deadline to Submit Information
Correspondence	Enrollment Deadline for Coverage
Correspondence	Complete Your Application
Correspondence	WA Apple Health Information Request
Correspondence	WA Apple Health Renewal
Correspondence	WA Apple Health Renewal Action Required
Correspondence	WA Apple Health Denial
Correspondence	WA Apple Health Termination
Correspondence	Coverage Termination
Correspondence	Important Information
Correspondence	Eligibility Results
Correspondence	Time to Renew Coverage
Correspondence	Plan Selection Confirmed
Correspondence	Address Update Needed
Correspondence	Important Account Information
Appeal	Acknowledgement Notice and Scheduling Order
Appeal	Order of Continuance
Appeal	Designate a Representative
Appeal	Required Appeal Rights Information
Appeal	Order of Dismissal Checkbox
Appeal	Order of Dismissal Upon Request
Appeal	Order of Dismissal Verbal Withdrawal
Appeal	Request a Withdrawal Form
Appeal	Request an Appeal
Appeal	Request an Interpreter
Appeal	Request for Review of Dismissal
Appeal	Appeals Landing Page
Appeal	Appeals FAQs
Appeal	Appeals Hearing Reminder (Postcard)
Appeal	Assister Appeals Information (Brochure)
Outreach	Citizenship and Immigration Eligibility Chart
Outreach	Customer Support Resources
Outreach	Quick Reference Guide for Immigrants and Refugees
Outreach	Road Map to Health
Outreach	User's Guide to Key Terms

The WAHBE Appeals Program translates documents into any language upon request. Information about how an appellant can access interpretive services or special accommodations is available online at www.wahbexchange.org/appeals. Outreach materials are available at http://www.wahbexchange.org/toolkit

Language Data

Limited English Proficient Applicants

QHPs
Total: 11,001 (9%)

TOTAL:
117,469

WA Apple Health
Total: 106,468 (91%)
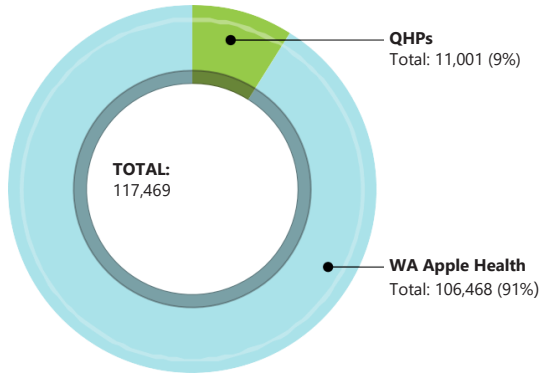
Note: Includes applicants as of February 2018 who indicated in *Washington Healthplanfinder* they do not speak and/or read English.

Spanish Language

Spanish Language Requests By *Washington Healthplanfinder* Applicants
Interpreter
QHP 3,789 (5%)
WAH......... 70,708 (95%)
TOTAL............... 74,497
Translation
QHP 3,672 (5%)
WAH......... 71,664 (95%)
TOTAL................ 75,336

Top Language Requests By *Washington Healthplanfinder* Applicants

Interpreter — QHP / Washington Apple Health
Translation — QHP / Washington Apple Health

	Chinese	Vietnamese	Russian	Korean	Arabic	Somali
QHP	3,952 3,662	2,895........... 2,671	1,084............. 995	916................855	107 103	19................. 173
WAH	5,023 4,776	5,782........... 5,619	4,243 4,189	1,786 1,724	1,357.............1,425	1,032.............976
Total	8,975 8,438	8,677........... 8,290	5,327............. 5,184	2,702............. 2,579	1,464 1,528	1,051 1,149

*WAH: Washington Apple Health

Note: Excludes Spanish, the top language requested (see above). Includes applicants as of Feb 2018 who indicated in Washington Healthplanfinder they do not speak and/or read English and requested an interpreter or translation.

Customer Service

NON-ENGLISH CALLS ANSWERED							
Language	**Count**	**Language**	**Count**	**Language**	**Count**	**Language**	**Count**
Spanish	26,011	Russian	4,695	Korean	722	Somali	125
Vietnamese	6,169	Madarin	1,727	Cambodian	143	Laotian	48

Note: Includes calls answered by bilingual and multilingual Customer Service Representatives (CSRs) at the Washington Healthplanfinder Customer Support Center from Oct. 2017 - Feb. 2018. Additional language data provided online.

Top Language Requests Through Telephonic Interpretation Services

Language	Count
VIETNAMESE	1,375
SPANISH	497
MANDARIN	363
ARABIC	323
SOMALI	276
KOREAN	225
RUSSIAN	218
FARSI	215
AMHARIC	187
PUNJABI	146
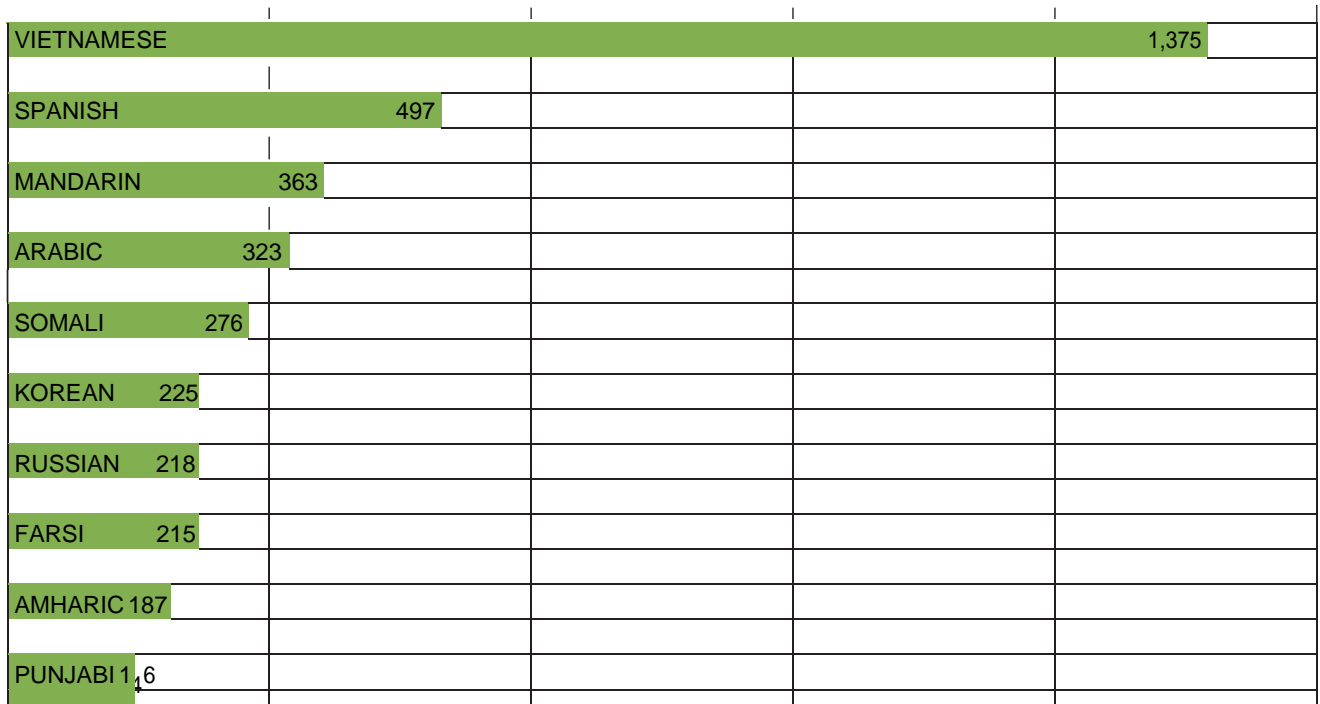
Note: Includes total calls from Oct. 2017 - Jan. 2018. Telephonic interpretation services in over 175 languages are available to Exchange staff and the Customer Support Center through Language Line Solutions. Additional language data provided online.

Attachment 14 (Q 203)

Interval Report by Time

Report Date: 7/1/17 – 9/30/17. Actual AHT includes the time spent in Talk, Call Wrap, and Hold.

Interval	Total Offered Calls	Total Handled Calls	Average Speed Answer (Sec)	Abandon %	Actual AHT (Sec)	Call AHT (Sec)	Avg Talk Time	Avg Hold Time	Avg Wrap Time
12:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:30AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:45AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:30AM	1	0	0.0	100.00%	0.0	0.0	0	0	0
07:45AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:00AM	3,853	3,852	20.7	0.03%	378.8	378.7	341	14	23
08:15AM	3,292	3,281	84.9	0.33%	715.2	714.9	621	34	60
08:30AM	3,771	3,753	84.3	0.48%	700.8	700.2	613	30	57
08:45AM	3,847	3,825	75.3	0.57%	732.9	732.6	639	31	63
09:00AM	4,504	4,496	51.4	0.18%	686.4	686.0	598	30	58
09:15AM	4,509	4,497	77.1	0.27%	721.5	721.1	628	30	63
09:30AM	5,366	5,353	69.1	0.24%	672.9	672.3	588	27	58
09:45AM	4,992	4,979	70.3	0.26%	739.0	738.4	645	30	64
10:00AM	5,529	5,509	67.4	0.36%	702.1	701.3	615	28	59
10:15AM	5,542	5,519	85.2	0.42%	722.2	721.6	631	28	63
10:30AM	5,704	5,673	80.3	0.54%	718.0	717.5	626	30	61
10:45AM	5,503	5,463	81.9	0.73%	730.3	729.5	634	31	64
11:00AM	5,735	5,701	84.2	0.59%	708.8	708.1	619	29	60
11:15AM	5,571	5,536	89.3	0.63%	734.9	734.5	645	28	62
11:30AM	5,615	5,580	104.5	0.62%	735.4	734.8	642	30	63
11:45AM	5,261	5,210	122.3	0.97%	766.5	765.8	669	30	66
12:00PM	4,997	4,873	200.4	2.48%	754.0	753.6	661	28	65
12:15PM	5,023	4,829	292.2	3.86%	729.9	728.9	640	27	62
12:30PM	5,374	5,157	308.0	4.04%	716.1	715.7	630	27	59
12:45PM	5,463	5,288	283.6	3.20%	729.3	728.9	639	29	61
01:00PM	5,585	5,455	221.4	2.33%	731.6	730.7	638	31	61
01:15PM	5,487	5,380	198.3	1.95%	742.4	741.6	646	32	64
01:30PM	5,430	5,292	188.6	2.54%	743.0	742.5	645	34	64
01:45PM	5,420	5,285	204.8	2.49%	760.7	760.2	665	32	63
02:00PM	5,201	5,066	209.0	2.60%	783.1	782.5	686	32	65
02:15PM	5,266	5,143	218.1	2.34%	765.1	764.5	669	33	63

02:30PM	5,149	5,002	239.8	2.85%	772.1	771.8	678	30	63
02:45PM	5,273	5,159	235.8	2.16%	761.8	761.4	669	30	63
03:00PM	5,286	5,200	207.2	1.63%	767.7	766.9	673	31	63
03:15PM	5,240	5,167	165.9	1.39%	776.2	775.5	678	34	64
03:30PM	5,105	5,042	161.0	1.23%	788.0	787.5	690	33	64
03:45PM	4,908	4,841	148.6	1.37%	796.8	796.1	695	33	68
04:00PM	4,714	4,636	148.9	1.65%	791.4	791.1	692	35	64
04:15PM	4,362	4,287	139.3	1.72%	852.2	851.7	750	36	66
04:30PM	3,406	3,256	249.9	4.40%	841.8	841.3	744	26	71
04:45PM	3,255	2,945	384.0	9.52%	837.1	836.0	741	28	67
05:00PM	2,843	2,518	457.3	11.43%	849.6	849.3	754	28	67
05:15PM	2,187	2,032	410.7	7.09%	917.1	916.4	814	31	72
05:30PM	1,625	1,540	283.3	5.23%	934.3	933.4	835	33	66
05:45PM	1,232	1,194	160.9	3.08%	983.6	982.1	874	32	76
06:00PM	264	234	457.2	11.36%	2432.2	2429.6	2180	61	189
06:15PM	24	22	1,251.0	8.33%	5931.5	5931.5	5269	123	539
06:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
06:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:45PM	1	0	0.0	100.00%	0.0	0.0	0	0	0
11:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
TOTAL:	186,715	183,070	164.3	1.95%	748.7	748.1	655	30	62

Report Date: 10/1/17 – 12/31/17. Actual AHT includes the time spent in Talk, Call Wrap, and Hold.

Interval	Total Offered Calls	Total Handled Calls	Average Speed Answer (Sec)	Abandon %	Actual AHT (Sec)	Call AHT (Sec)	Avg Talk Time	Avg Hold Time	Avg Wrap Time
12:00AM	113	46	7,311.4	59.29%	535.9	506.0	434	36	36
12:15AM	70	59	5,205.3	15.71%	422.5	404.8	363	12	29
12:30AM	15	14	2,557.3	6.67%	944.1	860.1	765	21	74
12:45AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15AM	3	1	1,082.0	66.67%	1002.0	102.0	102	0	0
07:30AM	1,165	1,164	6.1	0.09%	340.5	339.4	313	10	16
07:45AM	1,713	1,707	17.8	0.35%	524.8	522.3	467	24	31
08:00AM	5,318	5,280	35.7	0.71%	483.3	481.8	431	23	27
08:15AM	5,199	5,073	93.0	2.42%	699.3	696.1	615	36	45
08:30AM	6,208	6,071	133.4	2.21%	672.0	668.2	588	37	43
08:45AM	6,377	6,170	146.8	3.25%	721.8	717.8	632	40	46
09:00AM	7,283	7,067	156.3	2.97%	702.8	698.4	616	37	45
09:15AM	7,418	7,105	181.8	4.22%	733.1	729.1	642	40	47
09:30AM	8,635	8,363	210.1	3.15%	694.2	690.0	611	36	43
09:45AM	8,519	8,161	203.3	4.20%	746.1	741.4	655	40	46
10:00AM	9,145	8,792	213.8	3.86%	717.4	712.8	629	38	45
10:15AM	9,299	8,937	209.1	3.89%	732.7	727.8	642	40	46
10:30AM	9,577	9,219	220.0	3.74%	729.3	724.5	641	39	45
10:45AM	9,499	9,150	221.2	3.67%	753.7	748.4	662	40	46
11:00AM	9,518	9,176	209.1	3.59%	748.3	743.2	656	40	47
11:15AM	9,600	9,230	218.4	3.85%	754.5	749.1	663	40	46
11:30AM	9,750	9,345	241.4	4.15%	757.6	752.2	665	40	47
11:45AM	9,164	8,746	247.9	4.56%	785.1	779.1	688	42	49
12:00PM	9,255	8,788	278.8	5.05%	760.0	755.0	668	41	47
12:15PM	9,271	8,708	288.4	6.07%	763.3	757.2	668	43	46
12:30PM	9,143	8,663	292.1	5.25%	776.3	770.4	679	45	46
12:45PM	9,223	8,736	308.6	5.28%	777.0	771.2	681	43	47
01:00PM	9,250	8,805	260.5	4.81%	760.4	754.7	666	43	46
01:15PM	9,359	8,934	252.2	4.54%	765.3	759.1	670	43	47
01:30PM	9,398	8,955	272.3	4.71%	761.5	755.6	667	41	48
01:45PM	9,354	8,901	269.2	4.84%	767.0	761.4	669	44	49
02:00PM	9,347	8,919	258.6	4.58%	762.8	756.1	667	42	47
02:15PM	9,139	8,691	240.8	4.90%	783.0	776.9	685	44	48
02:30PM	8,953	8,502	245.8	5.04%	773.9	768.1	679	42	47
02:45PM	8,922	8,472	257.8	5.04%	779.1	773.1	682	43	47
03:00PM	8,703	8,303	251.4	4.60%	774.5	768.1	677	43	48

03:15PM	8,303	7,938	241.8	4.40%	799.3	792.9	699	46	48
03:30PM	8,319	8,023	221.2	3.56%	781.1	774.8	683	45	47
03:45PM	8,086	7,783	228.5	3.75%	804.8	799.3	704	47	48
04:00PM	7,664	7,336	229.6	4.28%	807.1	800.3	706	46	48
04:15PM	7,174	6,815	244.6	5.00%	824.2	817.5	724	44	49
04:30PM	6,397	6,018	302.2	5.92%	829.0	821.0	727	45	48
04:45PM	5,478	5,028	377.6	8.21%	896.2	886.9	784	50	53
05:00PM	4,336	3,939	463.2	9.16%	928.7	918.1	813	51	54
05:15PM	3,403	3,101	476.4	8.87%	960.8	947.2	837	56	54
05:30PM	2,807	2,577	444.0	8.19%	919.0	905.7	806	50	50
05:45PM	2,323	2,125	466.3	8.52%	947.4	933.8	829	53	51
06:00PM	1,626	1,441	584.5	11.38%	1006.4	989.4	879	56	54
06:15PM	1,422	1,264	668.3	11.11%	868.5	856.5	768	48	40
06:30PM	1,290	1,167	664.3	9.53%	817.9	809.0	730	39	40
06:45PM	1,192	1,038	666.9	12.92%	849.5	836.6	754	42	40
07:00PM	919	765	871.8	16.76%	954.4	942.9	845	54	44
07:15PM	980	782	992.6	20.20%	817.6	808.0	721	46	41
07:30PM	930	740	1,091.7	20.43%	826.4	817.0	727	47	44
07:45PM	862	696	1,082.2	19.26%	813.4	808.2	717	47	44
08:00PM	422	299	2,331.8	29.15%	1317.3	1303.8	1151	86	67
08:15PM	205	115	5,431.5	43.90%	1562.7	1543.9	1382	86	76
08:30PM	190	111	5,503.5	41.58%	1035.7	1013.5	936	37	40
08:45PM	178	107	5,292.8	39.89%	942.3	926.3	840	49	38
09:00PM	117	56	6,178.9	52.14%	1255.5	1217.1	1096	68	54
09:15PM	128	67	6,259.8	47.66%	843.7	821.8	750	41	31
09:30PM	109	49	5,626.1	55.05%	1068.8	1037.1	936	65	36
09:45PM	96	35	5,800.5	63.54%	1392.9	1360.4	1251	58	52
10:00PM	67	18	6,018.8	73.13%	1742.1	1675.5	1604	20	52
10:15PM	93	23	6,630.5	75.27%	1129.0	1082.6	1002	48	33
10:30PM	77	21	7,432.3	72.73%	1197.0	1136.6	1074	27	35
10:45PM	86	31	7,846.5	63.95%	770.2	735.2	682	15	39
11:00PM	93	29	7,398.3	68.82%	841.0	806.6	744	19	44
11:15PM	72	23	7,425.5	68.06%	1035.7	990.5	916	33	42
11:30PM	101	32	7,496.9	68.32%	791.2	735.0	692	13	30
11:45PM	92	33	8,280.2	64.13%	733.7	700.9	639	15	47
TOTAL:	328,542	311,878	272.0	5.07%	765.1	759.2	671	42	47

Report Date: 1/1/18 – 3/31/18. Actual AHT includes the time spent in Talk, Call Wrap, and Hold.

Interval	Total Offered Calls	Total Handled Calls	Average Speed Answer (Sec)	Abandon %	Actual AHT (Sec)	Call AHT (Sec)	Avg Talk Time	Avg Hold Time	Avg Wrap Time
12:00AM	57	42	1,508.1	26.32%	420.8	405.3	339	32	35
12:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:30AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:45AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:30AM	1,146	1,143	10.7	0.26%	351.0	351.0	322	12	17
07:45AM	1,634	1,634	13.1	0.00%	517.2	517.2	460	24	33
08:00AM	4,144	4,144	4.1	0.00%	468.7	467.8	419	21	29
08:15AM	4,415	4,412	15.4	0.07%	613.6	610.9	543	28	39
08:30AM	4,873	4,872	15.1	0.02%	626.0	623.3	554	29	40
08:45AM	5,271	5,271	21.9	0.00%	648.3	645.8	572	32	42
09:00AM	6,160	6,157	10.5	0.05%	615.7	613.1	544	30	39
09:15AM	6,398	6,396	16.7	0.03%	658.4	655.4	580	34	41
09:30AM	6,846	6,838	26.5	0.12%	656.5	653.8	579	34	41
09:45AM	6,813	6,804	35.5	0.13%	677.0	674.6	596	35	43
10:00AM	7,344	7,322	41.5	0.30%	647.3	644.9	570	33	41
10:15AM	7,423	7,397	36.6	0.35%	663.4	660.7	582	36	43
10:30AM	7,527	7,518	31.7	0.12%	675.9	672.9	593	37	43
10:45AM	7,584	7,579	29.7	0.07%	682.8	679.6	600	36	43
11:00AM	7,608	7,600	32.0	0.11%	679.1	676.1	597	36	43
11:15AM	7,598	7,577	47.3	0.28%	692.4	688.9	610	35	43
11:30AM	7,643	7,616	65.1	0.35%	689.7	686.0	610	33	43
11:45AM	6,983	6,919	110.2	0.92%	726.7	722.9	640	37	46
12:00PM	7,007	6,894	157.8	1.61%	703.8	700.6	619	38	43
12:15PM	7,210	7,048	190.7	2.25%	702.1	700.1	615	41	44
12:30PM	7,441	7,269	184.3	2.31%	702.2	700.1	618	40	43
12:45PM	7,375	7,253	153.0	1.65%	701.3	698.5	616	39	44
01:00PM	7,458	7,375	126.1	1.11%	692.5	689.2	609	37	43
01:15PM	7,549	7,494	106.7	0.73%	697.4	693.9	611	40	43
01:30PM	7,630	7,571	99.6	0.77%	701.0	697.5	615	39	43
01:45PM	7,404	7,347	90.9	0.77%	713.0	709.3	624	41	45
02:00PM	7,411	7,353	89.0	0.78%	709.8	705.9	623	40	43
02:15PM	7,253	7,205	88.7	0.66%	709.7	706.3	623	38	45
02:30PM	7,314	7,260	77.6	0.74%	699.2	696.5	614	39	43
02:45PM	7,199	7,148	70.1	0.71%	717.7	714.5	631	39	45
03:00PM	6,995	6,955	61.7	0.57%	715.8	713.1	631	38	45

03:15PM	6,874	6,835	60.2	0.57%	718.8	715.4	633	39	43
03:30PM	6,865	6,817	67.6	0.70%	714.4	711.5	629	39	44
03:45PM	6,808	6,777	64.5	0.46%	722.6	719.4	636	39	44
04:00PM	6,309	6,239	93.4	1.11%	730.0	726.9	641	41	45
04:15PM	5,442	5,328	147.5	2.09%	793.3	788.3	697	44	47
04:30PM	4,622	4,234	308.9	8.39%	798.9	795.4	703	44	48
04:45PM	4,447	3,904	454.4	12.21%	801.2	798.5	706	46	47
05:00PM	3,854	3,295	563.9	14.50%	826.2	824.2	728	50	46
05:15PM	2,935	2,603	521.1	11.31%	925.9	923.3	811	64	48
05:30PM	1,629	1,397	601.8	14.24%	1104.1	1100.8	981	56	64
05:45PM	941	836	601.5	11.16%	1125.8	1121.0	1005	57	59
06:00PM	632	579	462.2	8.39%	1015.2	1007.8	896	54	58
06:15PM	579	537	286.5	7.25%	816.5	811.3	716	50	46
06:30PM	497	453	348.9	8.85%	794.1	789.7	704	44	42
06:45PM	453	423	283.2	6.62%	804.8	798.6	709	48	42
07:00PM	387	372	261.1	3.88%	802.6	798.4	707	47	45
07:15PM	357	343	240.6	3.92%	804.5	800.4	702	50	48
07:30PM	334	321	254.6	3.89%	821.6	816.7	731	43	43
07:45PM	301	281	252.2	6.64%	873.3	870.0	770	52	48
08:00PM	114	101	632.3	11.40%	1630.5	1623.7	1439	91	93
08:15PM	69	61	833.2	11.59%	1220.6	1214.9	1081	69	65
08:30PM	62	56	857.6	9.68%	995.4	995.4	866	84	46
08:45PM	73	65	811.4	10.96%	836.7	835.8	746	48	42
09:00PM	54	44	951.3	18.52%	933.0	921.3	831	38	52
09:15PM	43	33	1,152.5	23.26%	1045.7	1032.5	945	48	39
09:30PM	47	31	1,570.3	34.04%	1025.6	1024.5	901	82	41
09:45PM	62	49	1,498.2	20.97%	624.9	620.0	542	37	41
10:00PM	37	29	1,522.4	21.62%	879.4	879.4	787	44	49
10:15PM	59	28	1,793.8	52.54%	909.0	909.0	827	42	40
10:30PM	43	23	1,809.4	46.51%	1111.8	1107.3	962	92	53
10:45PM	44	32	1,712.9	27.27%	828.5	828.5	751	37	40
11:00PM	39	26	1,992.2	33.33%	1069.2	1069.2	980	51	37
11:15PM	47	31	1,787.6	34.04%	891.1	887.7	799	56	33
11:30PM	49	32	1,647.3	34.69%	843.8	842.9	756	44	43
11:45PM	48	27	1,839.5	43.75%	968.8	968.8	886	40	43
TOTAL:	257,869	253,655	105.8	1.63%	700.0	697.0	616	38	43

Report Date: 4/1/18 – 6/30/18. Actual AHT includes the time spent in Talk, Call Wrap, and Hold.

Interval	Total Offered Calls	Total Handled Calls	Average Speed Answer (Sec)	Abandon %	Actual AHT (Sec)	Call AHT (Sec)	Avg Talk Time	Avg Hold Time	Avg Wrap Time
12:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:30AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
12:45AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:00AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15AM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:30AM	1,806	1,799	55.2	0.39%	395.3	395.3	362	13	20
07:45AM	1,779	1,764	85.3	0.84%	599.1	599.0	535	22	43
08:00AM	3,088	3,088	18.0	0.00%	502.4	502.0	454	16	32
08:15AM	3,395	3,387	42.8	0.24%	610.7	610.2	546	21	42
08:30AM	3,785	3,775	49.3	0.26%	604.2	603.4	537	22	44
08:45AM	3,998	3,979	58.4	0.48%	616.9	616.0	551	22	43
09:00AM	4,826	4,810	46.6	0.33%	604.8	603.8	542	23	39
09:15AM	4,773	4,760	34.4	0.27%	658.6	657.6	586	28	44
09:30AM	5,230	5,210	42.2	0.38%	634.3	633.2	565	27	42
09:45AM	5,168	5,155	36.7	0.25%	665.2	663.7	590	29	45
10:00AM	5,377	5,366	40.0	0.20%	661.3	660.2	587	28	44
10:15AM	5,530	5,519	44.5	0.20%	653.6	652.5	580	29	44
10:30AM	5,525	5,523	43.0	0.04%	665.7	665.1	592	28	45
10:45AM	5,467	5,457	40.4	0.18%	667.0	666.0	590	30	46
11:00AM	5,468	5,454	46.4	0.26%	672.9	671.4	598	29	45
11:15AM	5,400	5,380	63.1	0.37%	686.8	684.9	610	29	46
11:30AM	5,254	5,233	89.5	0.40%	689.3	688.0	615	27	47
11:45AM	4,731	4,684	139.3	0.99%	718.4	716.3	636	32	48
12:00PM	4,868	4,763	207.8	2.16%	675.0	673.2	596	32	45
12:15PM	5,039	4,903	243.3	2.70%	675.1	674.1	598	32	44
12:30PM	5,119	4,996	229.2	2.40%	687.3	686.5	610	33	43
12:45PM	4,892	4,776	224.5	2.37%	720.0	718.7	641	32	45
01:00PM	5,199	5,121	180.1	1.50%	690.8	689.7	615	30	44
01:15PM	5,126	5,057	177.4	1.35%	707.4	706.0	629	31	46
01:30PM	5,129	5,057	177.4	1.40%	695.9	694.5	617	31	47
01:45PM	5,049	4,982	167.0	1.33%	707.0	705.6	626	33	46
02:00PM	5,133	5,073	159.3	1.17%	685.5	684.2	609	30	46
02:15PM	5,237	5,181	138.1	1.07%	690.4	688.2	612	32	45
02:30PM	5,219	5,197	108.9	0.42%	703.0	701.7	625	30	46
02:45PM	5,070	5,057	74.9	0.26%	717.0	715.3	638	31	46
03:00PM	4,942	4,929	80.0	0.26%	722.9	721.5	644	31	46

03:15PM	4,805	4,779	101.4	0.54%	727.7	726.2	649	32	46
03:30PM	4,783	4,757	115.2	0.54%	717.3	715.8	638	33	45
03:45PM	4,687	4,666	112.9	0.45%	733.8	732.1	651	34	48
04:00PM	4,394	4,328	163.3	1.50%	721.6	719.2	640	32	47
04:15PM	3,869	3,705	251.9	4.24%	789.9	787.8	703	36	48
04:30PM	3,313	2,986	404.4	9.87%	828.5	826.8	739	38	49
04:45PM	3,463	3,014	524.6	12.97%	786.6	784.4	702	36	47
05:00PM	2,904	2,482	577.8	14.53%	867.3	865.3	774	44	46
05:15PM	2,266	2,047	473.0	9.66%	968.4	966.2	863	54	50
05:30PM	651	543	696.4	16.59%	1867.4	1862.8	1659	87	118
05:45PM	147	126	1,518.0	14.29%	2452.9	2450.1	2166	124	160
06:00PM	12	11	2,144.5	8.33%	7150.8	7146.9	6253	370	524
06:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
06:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
06:45PM	2	1	218.0	50.00%	46.0	46.0	46	0	0
07:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
07:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
08:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
09:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
10:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:00PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:15PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:30PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
11:45PM	0	0	0.0	0.00%	0.0	0.0	0	0	0
TOTAL:	181,918	178,880	134.7	1.67%	692.8	691.4	616	30	45

Attachment 15 (Q 205, 207)

All Calls All Languages Daily Report

Report Criteria: Date: 07/01/2017 - 06/30/2018	Call Type(s): All WAHBE	Language(s): All			
Date	Total Offered Calls	Total Handled Calls	Avg Speed Ans (Sec)	Abandon %	Call AHT (Sec)
07/03/2017	2,752	2,751	7.2	0.04%	717.6
07/05/2017	2,827	2,809	125.8	0.64%	735.6
07/06/2017	2,853	2,852	15.3	0.04%	718.9
07/07/2017	2,647	2,388	450.1	9.78%	640.5
07/10/2017	3,814	3,685	298.0	3.38%	760.5
07/11/2017	3,425	3,397	90.3	0.82%	748.7
07/12/2017	3,178	3,160	77.9	0.57%	710.7
07/13/2017	3,122	3,109	39.6	0.42%	737.9
07/14/2017	2,870	2,836	109.9	1.18%	719.9
07/17/2017	3,727	3,704	132.2	0.62%	785.6
07/18/2017	2,867	2,831	154.4	1.26%	728.5
07/19/2017	3,011	2,933	208.0	2.59%	763.0
07/20/2017	2,814	2,795	56.4	0.68%	728.0
07/21/2017	2,517	2,501	101.7	0.64%	763.6
07/24/2017	3,423	3,408	91.3	0.44%	726.6
07/25/2017	2,882	2,874	33.4	0.28%	749.2
07/26/2017	2,620	2,607	76.3	0.50%	735.2
07/27/2017	2,381	2,321	152.7	2.52%	753.9
07/28/2017	2,601	2,561	105.9	1.54%	726.7
07/31/2017	3,761	3,627	271.7	3.56%	742.9
08/01/2017	3,009	3,009	10.7	0.00%	738.5
08/02/2017	2,764	2,699	166.9	2.35%	736.0
08/03/2017	2,581	2,580	44.4	0.04%	738.9
08/04/2017	2,452	2,435	81.4	0.69%	739.5
08/07/2017	3,457	3,434	137.6	0.67%	764.3
08/08/2017	3,080	3,078	37.7	0.06%	765.6
08/09/2017	2,822	2,812	67.0	0.35%	769.2
08/10/2017	2,585	2,583	32.8	0.08%	756.0
08/11/2017	2,488	2,465	161.7	0.92%	779.6
08/14/2017	3,544	3,271	493.0	7.70%	804.5
08/15/2017	3,174	3,171	19.3	0.09%	749.7
08/16/2017	2,817	2,808	84.4	0.32%	782.0
08/17/2017	2,636	2,633	60.6	0.11%	757.5
08/18/2017	2,326	2,322	56.8	0.17%	680.7
08/21/2017	3,151	3,039	242.3	3.55%	747.9
08/22/2017	3,144	3,135	61.2	0.29%	749.8
08/23/2017	2,891	2,874	105.7	0.59%	749.8
08/24/2017	2,507	2,499	97.7	0.32%	757.8
08/25/2017	2,298	2,294	51.4	0.17%	747.8

08/28/2017	3,271	3,176	285.8	2.90%	775.1
08/29/2017	3,026	3,000	158.5	0.86%	775.3
08/30/2017	2,979	2,773	410.7	6.92%	801.3
08/31/2017	2,971	2,913	175.7	1.95%	760.1
09/01/2017	2,535	2,401	282.4	5.29%	792.1
09/05/2017	3,425	3,384	183.7	1.20%	773.3
09/06/2017	2,997	2,969	159.6	0.93%	777.4
09/07/2017	2,561	2,547	30.3	0.55%	776.8
09/08/2017	2,584	2,561	156.6	0.89%	755.1
09/11/2017	3,463	3,162	589.2	8.69%	788.4
09/12/2017	3,003	2,823	478.9	5.99%	784.4
09/13/2017	2,973	2,884	254.2	2.99%	750.0
09/14/2017	2,919	2,824	252.0	3.25%	760.9
09/15/2017	2,748	2,570	444.4	6.48%	786.9
09/18/2017	3,758	3,450	489.9	8.20%	772.2
09/19/2017	3,383	3,301	215.4	2.42%	559.5
09/20/2017	3,150	3,144	91.5	0.19%	747.9
09/21/2017	2,823	2,823	25.8	0.00%	558.6
09/22/2017	2,809	2,773	171.4	1.28%	762.8
09/25/2017	3,549	3,469	268.6	2.25%	789.0
09/26/2017	3,253	3,253	15.9	0.00%	799.9
09/27/2017	2,914	2,913	21.7	0.03%	735.8
09/28/2017	2,880	2,880	37.9	0.00%	728.9
09/29/2017	2,922	2,787	357.6	4.62%	775.3
10/02/2017	3,216	2,830	662.8	12.00%	796.8
10/03/2017	3,359	3,295	221.1	1.91%	794.4
10/04/2017	2,907	2,902	89.8	0.17%	794.6
10/05/2017	2,825	2,821	69.4	0.14%	773.7
10/06/2017	2,794	2,792	43.8	0.07%	714.7
10/09/2017	3,452	3,434	113.9	0.52%	767.8
10/10/2017	3,212	3,203	64.0	0.28%	777.0
10/11/2017	3,320	3,246	178.4	2.23%	810.4
10/12/2017	3,085	3,072	63.9	0.42%	799.1
10/13/2017	3,005	2,986	43.6	0.63%	759.5
10/16/2017	3,815	3,808	24.6	0.18%	819.9
10/17/2017	3,302	3,300	9.1	0.06%	809.6
10/18/2017	3,085	3,058	111.1	0.88%	792.6
10/19/2017	2,859	2,858	5.4	0.03%	790.1
10/20/2017	2,753	2,752	10.3	0.04%	794.4
10/23/2017	3,751	3,745	20.3	0.16%	668.8
10/24/2017	3,176	3,165	34.5	0.35%	850.5
10/25/2017	2,757	2,757	2.9	0.00%	823.5
10/26/2017	2,954	2,953	3.7	0.03%	846.0
10/27/2017	2,746	2,744	2.4	0.07%	768.5
10/30/2017	4,352	4,348	24.9	0.09%	801.0
10/31/2017	3,450	3,446	8.4	0.12%	753.6
11/01/2017	6,242	5,724	433.3	8.30%	913.4
11/02/2017	5,757	5,701	115.4	0.97%	838.0
11/03/2017	5,014	5,007	44.3	0.14%	830.3

11/04/2017	591	591	2.3	0.00%	703.6
11/06/2017	6,103	5,055	863.6	17.17%	871.7
11/07/2017	5,781	5,256	459.7	9.08%	850.2
11/08/2017	5,656	5,570	106.4	1.52%	784.3
11/09/2017	5,313	5,222	151.2	1.71%	777.1
11/10/2017	4,317	4,314	2.6	0.07%	731.2
11/11/2017	485	482	8.6	0.62%	676.5
11/13/2017	6,823	6,310	410.6	7.52%	800.0
11/14/2017	6,294	6,289	17.3	0.08%	732.3
11/15/2017	6,039	6,033	41.9	0.10%	741.9
11/16/2017	5,847	5,821	59.6	0.44%	759.5
11/17/2017	5,152	5,143	10.0	0.17%	765.2
11/18/2017	507	507	4.2	0.00%	694.0
11/20/2017	6,400	6,318	116.9	1.28%	791.0
11/21/2017	5,755	5,730	14.1	0.43%	759.3
11/22/2017	4,385	4,384	2.2	0.02%	710.6
11/25/2017	466	465	10.5	0.21%	639.9
11/27/2017	7,889	6,934	612.5	12.11%	806.1
11/28/2017	7,202	7,177	60.8	0.35%	726.8
11/29/2017	6,560	6,532	38.1	0.43%	722.2
11/30/2017	6,754	6,647	110.9	1.58%	740.7
12/01/2017	6,008	6,002	4.6	0.10%	731.1
12/02/2017	741	736	29.5	0.67%	657.2
12/04/2017	8,039	7,903	122.3	1.69%	748.0
12/05/2017	7,152	7,150	13.5	0.03%	710.2
12/06/2017	6,689	6,662	8.5	0.40%	715.3
12/07/2017	6,701	6,679	10.9	0.33%	713.6
12/08/2017	6,590	6,571	19.0	0.29%	712.7
12/09/2017	700	700	1.5	0.00%	578.8
12/11/2017	9,794	8,826	562.7	9.88%	763.7
12/12/2017	9,640	9,134	316.8	5.25%	712.8
12/13/2017	9,854	8,582	718.0	12.91%	773.8
12/14/2017	11,089	8,204	1696.8	26.02%	805.9
12/15/2017	15,220	9,331	2922.6	38.69%	801.3
12/16/2017	198	119	5707.9	39.90%	499.8
12/18/2017	5,653	5,650	2.8	0.05%	713.0
12/19/2017	4,421	4,421	1.3	0.00%	684.1
12/20/2017	4,057	4,055	0.9	0.05%	676.0
12/21/2017	3,716	3,716	1.3	0.00%	646.7
12/22/2017	3,382	3,381	2.4	0.03%	654.0
12/23/2017	122	122	18.7	0.00%	599.9
12/26/2017	3,695	3,692	3.9	0.08%	692.2
12/27/2017	4,352	4,348	5.2	0.09%	660.4
12/28/2017	4,666	4,659	26.4	0.15%	680.9
12/29/2017	4,555	4,508	95.9	1.03%	688.3
01/02/2018	6,043	5,931	106.9	1.85%	736.3
01/03/2018	5,583	5,581	8.6	0.04%	677.6
01/04/2018	5,213	5,193	21.5	0.38%	692.2
01/05/2018	4,816	4,812	9.6	0.08%	678.6

01/06/2018	367	367	2.1	0.00%	703.9
01/08/2018	6,070	6,031	82.5	0.64%	695.0
01/09/2018	5,204	5,157	49.8	0.90%	689.4
01/10/2018	4,975	4,858	95.5	2.35%	700.9
01/11/2018	5,377	5,205	143.5	3.20%	709.5
01/12/2018	5,884	5,474	316.1	6.97%	725.0
01/13/2018	753	661	473.7	12.22%	716.3
01/14/2018	614	614	3.4	0.00%	660.2
01/15/2018	7,974	7,361	423.2	7.69%	772.4
01/16/2018	5,880	5,698	172.2	3.10%	688.8
01/17/2018	4,899	4,899	14.8	0.00%	651.5
01/18/2018	4,365	4,363	1.3	0.05%	643.9
01/19/2018	4,077	4,077	1.3	0.00%	654.8
01/22/2018	5,581	5,520	123.1	1.09%	667.9
01/23/2018	4,288	4,288	7.7	0.00%	629.1
01/24/2018	3,825	3,824	2.0	0.03%	628.0
01/25/2018	3,769	3,768	1.6	0.03%	621.7
01/26/2018	3,669	3,668	5.4	0.03%	639.7
01/29/2018	5,009	4,970	57.0	0.78%	659.5
01/30/2018	4,312	4,259	96.7	1.23%	686.2
01/31/2018	4,501	4,320	235.5	4.02%	689.9
02/01/2018	3,524	3,523	7.3	0.03%	663.6
02/02/2018	3,336	3,336	12.5	0.00%	653.0
02/05/2018	4,361	4,255	199.1	2.43%	696.4
02/06/2018	3,798	3,780	53.0	0.47%	659.5
02/07/2018	3,596	3,529	63.8	1.86%	681.3
02/08/2018	3,309	3,309	6.6	0.00%	669.5
02/09/2018	3,095	3,095	13.6	0.00%	664.4
02/12/2018	4,258	3,971	397.8	6.74%	718.8
02/13/2018	3,698	3,688	47.5	0.27%	701.4
02/14/2018	3,013	2,988	36.1	0.83%	663.9
02/15/2018	3,406	3,377	42.6	0.85%	695.2
02/16/2018	3,489	3,482	49.4	0.20%	678.5
02/20/2018	4,897	4,692	286.9	4.19%	716.4
02/21/2018	4,072	4,046	62.4	0.64%	699.7
02/22/2018	3,584	3,521	163.2	1.76%	702.4
02/23/2018	3,426	3,392	98.2	0.99%	690.8
02/26/2018	4,612	4,586	104.3	0.56%	699.7
02/27/2018	3,880	3,817	144.5	1.62%	706.1
02/28/2018	3,896	3,857	87.7	1.00%	689.6
03/01/2018	3,352	3,267	170.4	2.54%	701.4
03/02/2018	3,046	3,011	127.6	1.15%	699.7
03/05/2018	3,987	3,807	262.1	4.51%	726.8
03/06/2018	3,466	3,414	133.3	1.50%	722.3
03/07/2018	3,397	3,386	28.9	0.32%	708.5
03/08/2018	3,098	3,060	40.7	1.23%	695.2
03/09/2018	3,006	2,979	33.0	0.90%	677.8
03/12/2018	3,849	3,811	91.2	0.99%	721.8
03/13/2018	3,533	3,482	115.9	1.44%	758.1

Date					
03/14/2018	3,400	3,387	75.1	0.38%	734.6
03/15/2018	3,265	3,263	23.6	0.06%	727.9
03/16/2018	2,880	2,853	144.9	0.94%	779.9
03/19/2018	4,093	3,957	216.1	3.32%	746.6
03/20/2018	3,490	3,462	79.1	0.80%	723.2
03/21/2018	3,241	3,235	38.4	0.19%	733.0
03/22/2018	3,140	3,118	48.3	0.70%	721.4
03/23/2018	2,982	2,956	64.2	0.87%	743.3
03/26/2018	3,966	3,870	221.8	2.42%	737.6
03/27/2018	3,513	3,511	35.8	0.06%	701.6
03/28/2018	3,011	3,003	20.8	0.27%	719.0
03/29/2018	2,955	2,945	49.0	0.34%	717.4
03/30/2018	2,901	2,735	332.1	5.72%	736.8
04/02/2018	3,704	3,657	115.6	1.27%	728.7
04/03/2018	3,447	3,370	77.9	2.23%	703.9
04/04/2018	3,154	3,080	158.9	2.35%	732.4
04/05/2018	2,867	2,824	120.3	1.50%	730.3
04/06/2018	2,544	2,524	58.7	0.79%	716.1
04/09/2018	3,786	3,657	207.7	3.41%	739.0
04/10/2018	3,613	3,598	78.9	0.42%	678.1
04/11/2018	3,281	3,242	88.8	1.19%	704.8
04/12/2018	2,534	2,533	11.5	0.04%	281.4
04/13/2018	3,323	3,087	400.9	7.10%	764.4
04/16/2018	4,499	4,413	201.4	1.91%	698.1
04/17/2018	3,732	3,667	108.6	1.74%	697.0
04/18/2018	3,209	3,201	82.9	0.25%	698.9
04/19/2018	2,538	2,534	38.8	0.16%	722.3
04/20/2018	2,426	2,418	76.7	0.33%	734.7
04/23/2018	3,495	3,400	193.9	2.72%	742.7
04/24/2018	2,804	2,770	118.1	1.21%	724.0
04/25/2018	2,567	2,538	101.3	1.13%	730.7
04/26/2018	2,434	2,385	123.6	2.01%	714.9
04/27/2018	2,449	2,339	341.2	4.49%	747.3
04/30/2018	3,996	3,853	219.4	3.58%	716.2
05/01/2018	3,138	3,102	98.3	1.15%	717.1
05/02/2018	2,812	2,805	47.4	0.25%	692.9
05/03/2018	2,531	2,501	133.2	1.19%	701.0
05/04/2018	2,337	2,300	98.2	1.58%	734.9
05/07/2018	3,498	3,455	91.1	1.23%	653.5
05/08/2018	2,743	2,716	91.6	0.98%	706.1
05/09/2018	2,628	2,600	108.4	1.07%	675.6
05/10/2018	2,472	2,469	56.8	0.12%	655.3
05/11/2018	2,421	2,384	154.8	1.53%	685.6
05/14/2018	3,064	3,008	135.6	1.83%	680.6
05/15/2018	2,702	2,633	202.4	2.55%	687.3
05/16/2018	2,704	2,677	78.9	1.00%	702.7
05/17/2018	2,657	2,644	99.9	0.49%	693.2
05/18/2018	2,321	2,238	311.7	3.58%	725.9
05/21/2018	3,314	3,299	103.8	0.45%	716.5

05/22/2018	2,866	2,819	110.7	1.64%	701.4
05/23/2018	2,594	2,570	82.7	0.93%	701.9
05/24/2018	2,278	2,273	59.5	0.22%	668.2
05/25/2018	2,120	2,088	152.3	1.51%	708.6
05/29/2018	3,383	3,306	172.1	2.28%	693.8
05/30/2018	2,914	2,853	194.2	2.09%	700.6
05/31/2018	2,854	2,767	232.7	3.05%	677.9
06/01/2018	2,497	2,484	74.2	0.52%	678.6
06/04/2018	3,176	3,104	206.6	2.27%	700.5
06/05/2018	2,702	2,675	112.3	1.00%	672.5
06/06/2018	2,421	2,375	141.7	1.90%	690.5
06/07/2018	2,338	2,329	63.7	0.38%	666.0
06/08/2018	2,080	1,998	264.3	3.94%	722.6
06/11/2018	3,349	3,269	199.7	2.39%	721.4
06/12/2018	2,899	2,886	52.0	0.45%	674.5
06/13/2018	2,604	2,596	45.9	0.31%	572.7
06/14/2018	2,573	2,553	81.5	0.78%	678.3
06/15/2018	1,715	1,714	6.0	0.06%	245.5
06/18/2018	3,314	3,174	366.6	4.22%	749.3
06/19/2018	3,004	2,951	122.1	1.76%	701.8
06/20/2018	2,607	2,595	77.6	0.46%	692.1
06/21/2018	2,448	2,446	29.8	0.08%	659.7
06/22/2018	2,275	2,238	114.6	1.63%	699.2
06/25/2018	3,056	3,046	49.2	0.33%	682.9
06/26/2018	2,490	2,431	196.6	2.37%	703.7
06/27/2018	2,629	2,591	139.1	1.45%	708.1
06/28/2018	2,476	2,418	134.2	2.34%	667.8
06/29/2018	2,509	2,410	254.0	3.95%	719.3
TOTAL:	**955,039**	**927,483**	**178.8**	**2.89%**	**726.9**

Attachment 16 (Q: 203, 205, 207, 212)

Daily HPF Visits

Day	All Visits	Unique Visits
7/1/2017	3,852	2,244
7/2/2017	2,867	1,609
7/3/2017	7,570	4,257
7/4/2017	5,136	3,356
7/5/2017	9,912	5,636
7/6/2017	10,876	6,344
7/7/2017	8,158	4,484
7/8/2017	195	33
7/9/2017	4,124	2,641
7/10/2017	11,515	6,811
7/11/2017	11,471	6,710
7/12/2017	10,520	5,941
7/13/2017	10,403	5,949
7/14/2017	8,417	4,562
7/15/2017	260	44
7/16/2017	2,495	1,447
7/17/2017	10,792	6,330
7/18/2017	10,677	6,045
7/19/2017	10,171	5,856
7/20/2017	9,794	5,388
7/21/2017	8,069	4,205
7/22/2017	3,929	2,215
7/23/2017	3,543	2,056
7/24/2017	9,837	5,718
7/25/2017	9,943	5,544
7/26/2017	9,455	5,329
7/27/2017	9,275	5,193
7/28/2017	8,307	4,468
7/29/2017	3,774	2,251
7/30/2017	2,452	1,364
7/31/2017	11,148	6,556
8/1/2017	10,061	5,670
8/2/2017	12,902	7,974
8/3/2017	10,043	5,704
8/4/2017	8,096	4,313
8/5/2017	3,824	2,183
8/6/2017	3,623	2,150
8/7/2017	10,028	5,763
8/8/2017	9,978	5,803

8/9/2017	9,397	5,299
8/10/2017	9,232	5,351
8/11/2017	8,629	4,890
8/12/2017	750	285
8/13/2017	3,773	2,296
8/14/2017	10,593	6,331
8/15/2017	10,204	5,879
8/16/2017	9,876	5,550
8/17/2017	9,315	5,460
8/18/2017	6,014	3,065
8/19/2017	241	26
8/20/2017	3,608	2,230
8/21/2017	9,469	5,831
8/22/2017	9,963	5,750
8/23/2017	9,726	5,593
8/24/2017	9,331	5,246
8/25/2017	7,583	4,041
8/26/2017	341	44
8/27/2017	3,733	2,389
8/28/2017	10,570	6,556
8/29/2017	10,663	6,172
8/30/2017	10,955	6,529
8/31/2017	10,065	5,677
9/1/2017	8,193	4,748
9/2/2017	4,385	2,850
9/3/2017	3,339	2,088
9/4/2017	4,708	3,040
9/5/2017	11,051	6,743
9/6/2017	12,842	8,005
9/7/2017	11,720	7,085
9/8/2017	9,112	5,266
9/9/2017	483	129
9/10/2017	347	157
9/11/2017	12,331	7,990
9/12/2017	11,704	7,129
9/13/2017	10,686	6,330
9/14/2017	11,014	6,427
9/15/2017	9,166	5,307
9/16/2017	4,266	2,561
9/17/2017	380	48
9/18/2017	11,097	6,784
9/19/2017	10,954	6,381
9/20/2017	10,667	6,068
9/21/2017	6,952	3,767

9/22/2017	8,474	4,988
9/23/2017	485	198
9/24/2017	2,673	1,657
9/25/2017	11,938	7,211
9/26/2017	11,806	6,972
9/27/2017	11,499	6,731
9/28/2017	10,721	6,265
9/29/2017	10,785	6,377
9/30/2017	4,793	2,883
10/1/2017	4,612	2,831
10/2/2017	11,702	6,985
10/3/2017	13,990	8,726
10/4/2017	13,354	7,936
10/5/2017	12,688	7,440
10/6/2017	8,962	5,049
10/7/2017	5,070	3,146
10/8/2017	4,585	2,892
10/9/2017	11,834	7,043
10/10/2017	12,470	7,346
10/11/2017	13,865	8,205
10/12/2017	12,776	7,365
10/13/2017	11,295	6,525
10/14/2017	96	8
10/15/2017	5,271	3,371
10/16/2017	12,773	7,798
10/17/2017	12,324	7,135
10/18/2017	12,465	7,202
10/19/2017	12,200	7,015
10/20/2017	10,225	5,826
10/21/2017	5,029	3,036
10/22/2017	468	255
10/23/2017	10,499	6,227
10/24/2017	10,748	6,185
10/25/2017	10,761	5,991
10/26/2017	12,738	7,599
10/27/2017	11,363	6,565
10/28/2017	3,692	2,242
10/29/2017	8,796	5,611
10/30/2017	20,799	12,641
10/31/2017	16,361	9,274
11/1/2017	43,429	28,250
11/2/2017	36,236	21,106
11/3/2017	26,245	14,749
11/4/2017	16,776	10,713

11/5/2017	12,979	7,449
11/6/2017	31,378	18,436
11/7/2017	29,801	16,778
11/8/2017	31,140	17,689
11/9/2017	30,714	17,119
11/10/2017	21,767	11,526
11/11/2017	10,350	5,687
11/12/2017	12,995	7,405
11/13/2017	26,346	14,283
11/14/2017	25,209	13,115
11/15/2017	29,178	16,628
11/16/2017	30,163	17,731
11/17/2017	22,512	12,073
11/18/2017	12,978	7,752
11/19/2017	12,284	7,761
11/20/2017	27,786	16,761
11/21/2017	26,292	14,715
11/22/2017	20,365	11,388
11/23/2017	9,812	6,427
11/24/2017	7,465	4,432
11/25/2017	12,677	8,405
11/26/2017	14,190	9,331
11/27/2017	30,726	18,653
11/28/2017	30,030	16,844
11/29/2017	31,009	17,536
11/30/2017	32,025	18,275
12/1/2017	27,356	14,951
12/2/2017	17,661	11,061
12/3/2017	15,666	9,426
12/4/2017	34,397	19,679
12/5/2017	37,921	22,685
12/6/2017	37,766	22,327
12/7/2017	36,825	20,815
12/8/2017	33,140	18,775
12/9/2017	20,891	13,608
12/10/2017	21,864	14,367
12/11/2017	48,693	30,047
12/12/2017	48,256	27,571
12/13/2017	50,193	28,834
12/14/2017	69,401	41,599
12/15/2017	78,359	45,916
12/16/2017	21,317	11,869
12/17/2017	13,216	8,060
12/18/2017	24,540	13,669

12/19/2017	22,749	12,883
12/20/2017	22,106	12,674
12/21/2017	22,231	12,725
12/22/2017	19,200	11,432
12/23/2017	10,932	7,245
12/24/2017	10,767	7,813
12/25/2017	7,986	5,667
12/26/2017	20,225	12,779
12/27/2017	22,315	13,221
12/28/2017	23,580	14,208
12/29/2017	22,303	13,312
12/30/2017	14,176	9,507
12/31/2017	16,381	11,662
1/1/2018	17,304	12,293
1/2/2018	27,441	16,550
1/3/2018	30,385	18,804
1/4/2018	31,011	19,109
1/5/2018	26,539	16,137
1/6/2018	14,962	9,866
1/7/2018	16,452	11,382
1/8/2018	26,054	15,976
1/9/2018	26,224	15,878
1/10/2018	28,969	18,247
1/11/2018	29,489	18,563
1/12/2018	27,601	16,917
1/13/2018	21,713	15,253
1/14/2018	21,290	14,461
1/15/2018	30,308	17,220
1/16/2018	18,091	8,490
1/17/2018	15,728	7,338
1/18/2018	15,696	7,586
1/19/2018	14,822	7,289
1/20/2018	337	36
1/21/2018	13,148	7,237
1/22/2018	24,312	12,843
1/23/2018	18,696	9,460
1/24/2018	17,604	8,860
1/25/2018	17,018	8,373
1/26/2018	14,763	7,364
1/27/2018	7,821	4,142
1/28/2018	6,433	3,514
1/29/2018	16,711	8,636
1/30/2018	18,685	9,519
1/31/2018	19,412	9,789

2/1/2018	15,741	7,878
2/2/2018	15,054	7,956
2/3/2018	8,646	4,755
2/4/2018	6,345	3,420
2/5/2018	15,234	8,082
2/6/2018	15,451	7,979
2/7/2018	13,957	7,308
2/8/2018	12,633	6,270
2/9/2018	10,433	5,044
2/10/2018	6,332	3,433
2/11/2018	6,088	3,434
2/12/2018	13,798	7,244
2/13/2018	13,567	6,998
2/14/2018	11,562	5,715
2/15/2018	12,244	6,140
2/16/2018	11,004	5,510
2/17/2018	5,888	3,036
2/18/2018	4,704	2,515
2/19/2018	8,539	4,457
2/20/2018	13,172	6,970
2/21/2018	13,086	6,625
2/22/2018	12,323	6,265
2/23/2018	10,889	5,284
2/24/2018	6,152	3,284
2/25/2018	4,782	2,527
2/26/2018	13,745	7,310
2/27/2018	14,078	7,328
2/28/2018	13,904	6,959
3/1/2018	12,977	6,326
3/2/2018	13,120	6,865
3/3/2018	6,416	3,457
3/4/2018	5,285	2,852
3/5/2018	13,126	6,995
3/6/2018	13,542	6,992
3/7/2018	12,611	6,435
3/8/2018	12,202	6,138
3/9/2018	10,652	5,317
3/10/2018	4,673	2,461
3/11/2018	5,401	3,030
3/12/2018	11,563	6,101
3/13/2018	12,056	6,170
3/14/2018	12,093	6,003
3/15/2018	10,715	5,259
3/16/2018	9,717	4,892

3/17/2018	4,913	2,573
3/18/2018	2,122	1,113
3/19/2018	11,541	6,068
3/20/2018	11,450	5,894
3/21/2018	11,808	5,910
3/22/2018	11,341	5,772
3/23/2018	9,692	4,820
3/24/2018	165	18
3/25/2018	189	83
3/26/2018	12,817	7,199
3/27/2018	12,535	6,509
3/28/2018	11,988	6,310
3/29/2018	12,293	6,599
3/30/2018	11,481	5,987
3/31/2018	5,790	3,209
4/1/2018	4,726	2,586
4/2/2018	12,826	6,967
4/3/2018	14,939	8,521
4/4/2018	14,191	7,694
4/5/2018	12,870	6,839
4/6/2018	9,397	4,627
4/7/2018	209	37
4/8/2018	214	75
4/9/2018	13,200	7,625
4/10/2018	13,435	7,730
4/11/2018	14,402	7,829
4/12/2018	5,971	3,005
4/13/2018	12,151	6,624
4/14/2018	6,704	3,841
4/15/2018	6,431	3,794
4/16/2018	14,862	8,611
4/17/2018	13,439	7,387
4/18/2018	10,817	5,808
4/19/2018	9,217	4,751
4/20/2018	7,713	3,793
4/21/2018	267	114
4/22/2018	3,826	2,132
4/23/2018	10,922	5,917
4/24/2018	10,948	5,785
4/25/2018	10,182	5,302
4/26/2018	10,070	5,338
4/27/2018	9,282	4,874
4/28/2018	4,468	2,392
4/29/2018	1,862	1,053

4/30/2018	12,273	6,711
5/1/2018	11,235	5,753
5/2/2018	12,402	6,898
5/3/2018	10,518	5,682
5/4/2018	9,916	5,188
5/5/2018	4,229	2,270
5/6/2018	4,024	2,183
5/7/2018	11,028	5,999
5/8/2018	10,301	5,383
5/9/2018	10,382	5,446
5/10/2018	9,788	4,973
5/11/2018	9,091	4,787
5/12/2018	3,853	1,990
5/13/2018	2,851	1,528
5/14/2018	9,777	5,290
5/15/2018	10,137	5,459
5/16/2018	10,154	5,452
5/17/2018	9,437	4,828
5/18/2018	8,797	4,380
5/19/2018	3,600	1,862
5/20/2018	203	77
5/21/2018	10,497	5,812
5/22/2018	10,296	5,403
5/23/2018	9,634	5,069
5/24/2018	9,210	4,831
5/25/2018	7,985	4,116
5/26/2018	2,552	1,342
5/27/2018	103	29
5/28/2018	167	62
5/29/2018	11,047	6,306
5/30/2018	10,854	5,743
5/31/2018	11,156	5,925
6/1/2018	7,884	4,013
6/2/2018	4,903	2,905
6/3/2018	3,665	2,078
6/4/2018	10,059	5,513
6/5/2018	11,471	6,429
6/6/2018	10,241	5,387
6/7/2018	10,316	5,576
6/8/2018	8,490	4,497
6/9/2018	3,288	1,747
6/10/2018	2,289	1,267
6/11/2018	11,510	6,556
6/12/2018	11,065	5,856

6/13/2018	10,159	5,233
6/14/2018	9,301	4,885
6/15/2018	740	268
6/16/2018	2,082	1,164
6/17/2018	2,664	1,570
6/18/2018	11,012	6,254
6/19/2018	9,803	5,343
6/20/2018	9,588	5,115
6/21/2018	8,741	4,630
6/22/2018	8,055	4,187
6/23/2018	121	25
6/24/2018	3,135	1,899
6/25/2018	9,518	5,175
6/26/2018	9,634	5,172
6/27/2018	10,311	5,558
6/28/2018	9,264	4,840
6/29/2018	8,831	4,671
6/30/2018	3,794	1,977
7/1/2018	3,356	1,890
7/2/2018	9,562	5,290
7/3/2018	10,442	6,043
7/4/2018	4,374	2,495
7/5/2018	8,217	4,535
7/6/2018	8,527	4,726
7/7/2018	4,579	2,709
7/8/2018	3,559	2,059
7/9/2018	10,030	5,613
7/10/2018	10,790	5,777
7/11/2018	10,343	5,555
7/12/2018	9,157	4,918
7/13/2018	7,941	4,135
7/14/2018	159	23
7/15/2018	2,969	1,757
7/16/2018	9,679	5,692
7/17/2018	9,919	5,394
7/18/2018	9,389	5,031
7/19/2018	8,619	4,533
7/20/2018	6,759	3,444
7/21/2018	195	55
7/22/2018	3,500	2,050
7/23/2018	9,708	5,488
7/24/2018	10,089	5,208
7/25/2018	9,113	4,824
7/26/2018	7,435	3,655

7/27/2018	6,656	3,413
7/28/2018	109	21
7/29/2018	96	17
7/30/2018	11,065	6,260
7/31/2018	11,828	6,260
8/1/2018	10,564	5,649
8/2/2018	11,305	6,454
8/3/2018	9,588	5,298
8/4/2018	181	52
8/5/2018	3,045	1,780
8/6/2018	10,496	5,786
8/7/2018	12,017	6,461
8/8/2018	10,333	5,434
8/9/2018	9,721	5,307
8/10/2018	7,464	3,924
8/11/2018	4,327	2,377
8/12/2018	3,303	1,815
8/13/2018	10,048	5,556
8/14/2018	10,037	5,356
8/15/2018	10,048	5,291
8/16/2018	9,305	4,845
8/17/2018	7,773	3,974
8/18/2018	2,413	1,250
8/19/2018	3,275	1,969
8/20/2018	9,604	5,302
8/21/2018	10,228	5,369
8/22/2018	9,283	4,849
8/23/2018	8,300	4,368
8/24/2018	8,418	4,310
8/25/2018	3,623	1,895
8/26/2018	3,489	1,898
8/27/2018	9,405	5,145
8/28/2018	10,202	5,350
8/29/2018	9,384	4,761
8/30/2018	10,070	5,101
8/31/2018	8,744	4,437
TOTAL	**5,024,948**	**2,845,761**

Attachment 17 (Q 214)

Average monthly volumes and work times by the specialized teams

Call Center Team	Responsibilities	Volume Data	Work times: follow normal business hours for OE and Non-OE periods.
Document team	Scanned (Paper Applications) Scanned (Paper Document uploads) Emails Faxes (scanned, included in Applications/ Doc uploads)	See Attachment X (Sue's email)	8-hour shift year-round. Increase staff on team with OE Ramp up. May work overtime to ensure SLA is met.
Escalation team	Ticket triage, resolution, reports, and special projects	No data available	8-hour shift year-round. Stagger start time for OE.
Tribal Specialist team	Voice only for tribal	See Attachment X (question 24/209)	Full time staff scheduled to cover normal business hours per OE and Non-OE periods. Attrition and OE Ramp up drive recruitment and hiring needs year-round.
Voice team	Voice only	See Exhibit G	Full and Part time staff scheduled to cover normal business hours per OE and Non-OE periods. Attrition and OE Ramp up drive recruitment and hiring needs year-round.

Attachment 18 (Q: 70, 72, 141, 142, 202, 215)

Total Call Volume by Call Type

SFY 7/1/17- 6/30/18

Call Type	Offered	Answered	AHT	ASA	Abandoned %
Navigator	8,579	8,157	639.6	155.4	4.92%
Broker	16,321	15,651	598.9	195.3	4.11%
Error Code	48,354	46,187	650.0	188.2	4.48%
General Question	76,894	74,687	616.8	149.5	2.87%
New Enrollment	282,486	273,790	807.1	217.0	3.08%
Existing Appl Update	93,087	90,438	681.1	200.1	2.85%
Medicaid Renewal	209,177	203,788	714.2	188.8	2.58%
*Shop (program ended)	4,117	3,868	715.7	160.1	6.05%
**Tribal	4,436	4,359	1,009.6	86.5	1.74%
Undecided	126,871	122,566	662.8	171.1	3.39%
Cambodian	247	246	915.8	13.1	0.40%
Korean	1,560	1,469	858.7	145.3	5.83%
Laotian	92	91	797.2	28.0	1.09%
Mandarin	3,243	3,141	796.3	78.6	3.15%
Russian	9,152	8,982	811.3	107.6	1.86%
Somali	255	254	1,035.0	17.3	0.39%
Spanish	53,215	53,004	825.4	36.8	0.40%
Vietnamese	10,878	10,685	743.1	53.8	1.77%
HCA Transfer	9,750	9,749	764.9	8.5	0.01%
Escalated Call	1,275	1,266	1,021.5	48.3	0.71%
Call Totals	**959,989**	**932,378**	**728.5**	**178.3**	**2.88%**

*Shop (program ended) no plans offered PY2018)
**Tribal (not same as Tribal Specialist team established)

REVISED RFP EXHIBIT E / SAMPLE CONTRACT SCHEDULE 2:
Section 1 - CALL CENTER KEY PERFORMANCE INDICATORS (KPIs)
(changes denoted in red)

1. Key Performance Indicators (KPIs)

   If Contractor fails to meet any KPI listed in Section 1, Contractor shall be liable for liquidated damages in the amount of two percent (2%) of the monthly billing for Operations Services provided during the month in which the KPI was missed. These liquidated damages will apply for each KPI missed.

Metric	Description	KPI and Calculation	Reporting Standard
Response Time to all calls	Monitor the average response time to all calls	80% of all calls offered for the month must be answered within: • 180 seconds during Open Enrollment; • 300 seconds outside of Open Enrollment Service level shall be measured for each 15-minute time interval and aggregated for the day. **Calculation:** Monthly calls answered in (180 or 300) seconds divided by (Total monthly calls answered + Total monthly calls abandoned)	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Response Time/Average speed to respond to emails	Monitor the response time to all emails	100% of emails received for the month shall be acknowledged, assigned and responded to with an answer within 24 hours (excluding Saturday and Sunday during non-Open Enrollment and excluding Sundays during Open Enrollment). Emails requiring additional follow-up are exempt from this requirement.	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Abandoned Calls	Monitor the percentage of monthly calls that are abandoned after getting connected to the Automatic Call Distributor and before reaching an agent or self-service option	The percentage of calls abandoned each month is 5% or less **Calculation:** Total number of abandoned calls for the month divided by Total number of calls offered for the month times 100.	Provide on line access for the report or email report every month to WAHBE Call Center Manager

Metric	Description	KPI and Calculation	Reporting Standard
Service Quality	Monitor the quality of customer service	95% of all customer satisfaction surveys received for the period must indicate a satisfaction rate of "Good" or higher as it relates to the quality of the call center and customer interaction	Customer satisfaction surveys will be created and agreed to by Contractor and WAHBE
Busy Out/Blocked Call Rate	Calls that cannot be connected because circuits are not available at the time the call arrives or the ACD is programmed to block calls from entering the queue	The percentage of monthly calls that are not allowed into the IVR must be 1% or less\n\nProvide the percent of "busies" from carrier network provider and disconnects from the Automated Call Distributor system (ACD)	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Call Center Services Availability	Ensure all Call Center Services are Operational no less than 99% of monthly business hours (outside of planned Downtime)	Call Center must not experience any technical, functional, or other issues that make Call Center Services inaccessible to callers for more than 1% of the total operating hours for the month\n\n**Calculation:**\nTotal monthly operating hours minus monthly hours offline divided by total monthly operating hours	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Key Staff Replacement	To ensure vacated Key Staff positions are filled in accordance with Contract requirements within 90 days of vacancy	Positions must be filled within 90 days of Key Staff departure	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Spanish-English Bilingual Staff Availability	At least ten (10%) percent of Call Center staff are bilingual in Spanish English languages	The percentage of Spanish-English bilingual staff at any given point must be at least 10% of the total Call Center staff	Provide on line access for the report or email report every month to WAHBE Call Center Manager
Reporting Deliverables	All required reports provided to WAHBE by specified due date	Reports must be accurate, complete and delivered on-time to WAHBE for review and acceptance	100% of reports due for any month are complete and on-time
Chat (if implemented)	To be determined by mutual agreement	To be determined by mutual agreement	To be determined by mutual agreement

REVISED EXHIBIT F: PRICE PROPOSAL TEMPLATE (M)

SECTION 1 – FORECAST AND PRICE PROPOSAL FOR CALLS HANDLED (MS)

Using your experience, judgement, and existing methodologies provide the following information in the table below:

Column A
Provide the forecasted number of calls to be <u>RECEIVED</u> at the call center, by month. Forecasts should be based off the historical call volume data provided in APPENDIX G.

Column B
Provide the forecasted number of calls to be <u>HANDLED</u> by month, based on the forecasted number of calls entered by Vendor in Column A.

Column C
Provide the number of CSR staff needed to successfully respond to the projected number of calls handled in Column B. Proposed CSR levels for calls handled shall include all costs and staffing necessary to accomplish phone and email services and document processing functions, as reflected in Section 4.1.4.

Column D
Provide a total monthly price to operate the call center and successfully handle the projected number of calls reflected in Column B. Prices shall include all costs to the Vendor including, but not limited to: staff salaries, benefits and overtime; facility lease\rent, IT equipment and licenses, indirect costs, overhead, and profit. **If selected as the ASV, Vendor must provide WAHBE with an itemized list of all cost elements that make up the total prices quoted in Column D.**

Vendors must include <u>all costs</u> necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E. Prices shall be inclusive of all costs to be charged to WAHBE and not be contingent on any other factors or conditions. No other amounts will be paid to the Vendor. Financial Proposals for contract years 2 and 3 should reflect projected efficiencies.

Month of Operation	A. Forecasted Calls Received	B. Forecasted Calls Handled	C. Number of CSRs Proposed to handle forecasted number of calls, emails, applications, and documents	D. Total Price for Call Center Services
July 2019				
August 2019				
September 2019				
October 2019				
November 2019				
December 2019				
January 2020				
February 2020				
March 2020				
April 2020				
May 2020				
June 2020				
FY 2020 Totals				

Month of Operation	A. Forecasted Calls Received	B. Forecasted Calls Handled	C. Number of CSRs Proposed to handle forecasted number of calls, emails, applications, and documents	D. Total Price for Call Center Services
July 2020				
August 2020				
September 2020				
October 2020				
November 2020				
December 2020				
January 2021				
February 2021				
March 2021				
April 2021				
May 2021				
June 2021				
FY 2021 Totals				
July 2021				
August 2021				
September 2021				
October 2021				
November 2021				
December 2021				
January 2022				
February 2022				
March 2022				
April 2022				
May 2022				
June 2022				
FY 2022 Totals				
Total Price for All Call Center Services (FY 2020 – FY 2022)				

Vendor Narrative/Explanation for Section 1 (add more lines or attach a separate document as needed):

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SECTION 2 – PRICE PROPOSAL FOR CALLS HANDLED ABOVE OR BELOW FORECAST (MS)

A. To address fluctuations in call volumes above or below the projections provided in Section 2, provide a per-call price for each call handled <u>OVER</u> the monthly forecast.

Example 1 – Over Monthly Forecast
Forecasted calls handled this month =
1,600 Actual calls handled this month =
1,605 Proposed amount per call over
forecast - $5.00
Vendor would add $25.00 (5 additional calls x $5.00) to the "Price for Calls Handled" in Section 2 for the month

B. Vendor shall also provide a per-call credit amount for each call <u>UNDER</u> the monthly forecast.

Example 2 – Under Monthly Forecast
Forecasted calls handled this month =
1,600 Actual calls handled this month =
1,595 Proposed credit per call under
forecast - $5.00
Vendor would deduct $25.00 (5 less calls x $5.00) from the "Price for Calls Handled" in Section 2 for the month

Proposed Price Per Call	FY 2020 Price per Call	FY 2021 Price per Call	FY 2022 Price per Call
A. The amount WAHBE will pay in addition to the base contract amount for each call handled above the monthly forecast			
B. Amount Vendor shall credit WAHBE per call when calls handled in a month are less than the monthly forecast			

Prices shall include <u>all costs</u> to the Vendor including, but not limited to: staff salaries, benefits and overtime; facility lease\rent, IT equipment and licensing, indirect costs, overhead, and profit. **If selected as the ASV, Vendor must provide WAHBE with an itemized list of all cost elements that make up the total prices quoted above.**

Vendors must include all costs necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs described in EXHIBIT E. Prices shall be inclusive of all costs to be charged to WAHBE and not be contingent on any other factors or conditions. No other amounts will be paid to the Vendor. Financial Proposals for contract years 2 and 3 should reflect projected efficiencies.

Vendor Narrative/Explanation Section 2 (add more lines or attach a separate document as needed):

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SECTION 3 – CONTRACT MINIMUM AND MAXIMUM PRICE PROPOSAL (Mandatory, Not Scored)

Prices shall include all costs to the Vendor including, but not limited to: staff salaries, benefits and overtime; facility lease\rent, IT equipment and licensing, indirect costs, overhead, and profit. If selected as the ASV, Vendor must provide WAHBE with an itemized list of all cost elements that make up the total prices quoted above.

Vendors must include all costs necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E. Prices shall be inclusive of all costs to be charged to WAHBE and not be contingent on any other factors or conditions. No other amounts will be paid to the Vendor. Financial Proposals for contract years 2 and 3 should reflect projected efficiencies.

Using your experience, judgment, and existing methodologies provide the following information in the table below:

1.   **Row A**

Vendor is to provide a proposed Contract <u>MINIMUM</u>. This amount is to be based on Vendor's base operating expenses to accomplish the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E regardless of the number of calls received or handled.

2.   **Row B**

Vendor is to provide a proposed contract <u>MAXIMUM</u>. Vendors must include all costs necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E, regardless of the number of calls received or handled.

Proposed Contract Value	FY 2020	FY 2021	FY 2022	Total Contract Value
Contract minimum				
Contract maximum				

Vendor Narrative/Explanation Section 3 (add more lines or attach a separate document as needed):

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SECTION 4 – CHAT FUNCTIONALITY (Mandatory Bid, Optional Award)

Prices shall include all costs to the Vendor including, but not limited to: staff salaries, benefits and overtime; facility lease\rent, IT equipment and licensing, indirect costs, overhead, and profit. If selected as the ASV, Vendor must provide WAHBE with an itemized list of all cost elements that make up the total prices quoted above.

Vendors must include all costs necessary to successfully perform the entire scope of work described in Section 4, as well all costs necessary to meet the KPIs and performance standards described in EXHIBIT E. Prices shall be inclusive of all costs to be charged to WAHBE and not be contingent on any other factors or conditions. No other amounts will be paid to the Vendor. Financial Proposals for contract years 2 and 3 should reflect projected efficiencies.

Using your experience, judgement, and existing methodologies provide the following information in the table below:

One-Time Implementation cost to setup Chat Functionality – identify Vendor and product below	
Price for Annual licensing	
Price for Annual operational costs (other than licensing) – explain below	
Price per Chat handled by CSR	

Vendor Narrative/Explanation Section 4 (add more lines or attach a separate document as needed):

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REVISED EXHIBIT G: CALL CENTER CALL VOLUME DATA (changes denoted in red)

Month	Calendar Year	QHP Enrollment	Medicaid Enrollment	Avg Call Length (minutes)	Minimum Daily Call Volume	Maximum Daily Call Volume	Avg Daily Call Volume	Total Monthly Calls Received	Emails Processed	Paper Processing (Applications)	Document Processing (Uploads)
July	2015	152,596	1,532,530	11.8	3,255	5,754	4,270	93,936	3,911	4,853	13,223
August	2015	151,693	1,540,077	11.6	2,863	5,117	4,045	84,942	3,163	4,126	10,456
September	2015	151,187	1,546,005	10.8	2,040	6,232	4,491	94,308	4,019	2,591	8,644
October	2015	149,878	1,553,397	11.8	3,348	5,922	4,084	89,843	3,041	5,364	12,501
November	2015	150,039	1,563,870	12.6	4,344	9,095	5,892	106,048	3,028	5,447	7,693
December	2015	145,848	1,582,418	12.0	1,782	9,881	7,132	156,913	4,606	9,135	8,306
January	2016	152,753	1,586,096	12.2	3,029	9,553	6,871	137,418	2,881	7,434	11,992
February	2016	164,310	1,584,999	12.2	4,054	8,163	5,254	105,073	3,856	6,441	9,161
March	2016	171,817	1,584,244	11.6	3,531	5,624	4,358	100,241	3,888	5,048	12,063
April	2016	169,853	1,582,392	12.1	3,069	4,878	3,782	79,418	2,603	5,617	9,878
May	2016	168,231	1,581,593	14.2	2,192	3,329	2,835	59,533	2,451	3,299	10,913
June	2016	166,918	1,584,430	15.4	2,370	3,300	2,898	63,746	2,962	2,749	4,054
July	2016	165,367	1,584,552	16.5	2,574	3,519	2,942	58,838	2,954	3,570	4,475
August	2016	163,831	1,589,546	16.7	2,356	3,633	3,050	70,144	2,791	4,651	11,221
September	2016	161,794	1,593,704	15.2	2,733	3,755	3,202	67,243	1,949	3,333	4,536

Month	Calendar Year	QHP Enrollment	Medicaid Enrollment	Avg Call Length (minutes)	Minimum Daily Call Volume	Maximum Daily Call Volume	Avg Daily Call Volume	Total Monthly Calls Received	Emails Processed	Paper Processing (Applications)	Document Processing (Uploads)
October	2016	159,155	1,597,516	14.0	663	4,175	3,127	65,675	1,337	5,787	9,214
November	2016	153,226	1,606,227	15.0	3,913	6,886	5,083	96,574	1,676	4,328	7,805
December	2016	147,171	1,618,620	13.1	5,036	9,325	6,374	133,861	1,258	4,834	7,978
January	2017	171,713	1,593,930	12.4	4,609	11,793	6,218	124,366	1,628	4,836	5,660
February	2017	184,146	1,588,171	11.6	3,023	5,303	3,751	71,273	1,487	3,360	6,493
March	2017	190,496	1,586,500	12.3	2,916	4,911	3,459	79,560	1,573	3,485	9,830
April	2017	186,778	1,582,690	12.3	2,676	4,378	3,265	65,299	1,039	2,205	7,218
May	2017	182,263	1,582,432	13.0	2,199	3,670	2,957	65,046	712	3,130	9,651
June	2017	177,723	1,581,489	12.3	2,271	3,647	2,906	63,936	429	2,918	8,583
July	2017	173,364	1,569,937	12.2	2,381	3,814	3,005	60,092	383	2,831	7,019
August	2017	170,705	1,560,407	12.6	2,298	3,544	2,868	65,973	454	2,853	7,564
September	2017	169,987	1,550,318	12.5	2,535	3,758	3,032	60,649	401	2,024	5,699
October	2017	170,327	1,541,337	13.1	2,746	4,352	3,190	70,175	589	3,069	6,959
November	2017	170,310	1,548,064	13.0	4,317	7,889	5,964	119,283	890	3,226	6,475
December	2017	161,967	1,557,186	11.9	3,382	15,220	6,764	135,273	1,153	3,978	6,369
January	2018	199,438	1,555,620	11.3	3,669	7,974	5,060	111,314	902	3,319	6,956

Month	Calendar Year	QHP Enrollment	Medicaid Enrollment	Avg Call Length (minutes)	Minimum Daily Call Volume	Maximum Daily Call Volume	Avg Daily Call Volume	Total Monthly Calls Received	Emails Processed	Paper Processing (Applications)	Document Processing (Uploads)
February	2018	206,580	1,550,365	11.4	3,013	4,897	3,750	71,250	655	1,988	5,612
March	2018	205,142	1,546,601	12.1	2,880	4,093	3,344	73,571	698	2,821	7,987
April	2018	202,970	1,535,898	11.7	2,426	4,499	3,162	66,402	577	2,198	6,936
May	2018	199,557	1,537,466	11.6	2,120	3,498	2,743	60,351	545	2,057	6,917
June	2018	195,962	1,531,822	11.1	1,715	3,349	2,627	55,162	413	1,762	6,394
July	2018	192,389	1,529,649	11.6	2,137	3,408	2,636	55,355	379	2,603	6,801
August	2018	190,244	1,529,958	11.3	2,222	3,288	2,652	60,994	455	2,208	7,787
September	2018	189,977	1,529,775	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
October	2018	190,552	1,532,722	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
November	2018	190,595	1,542,433	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
December	2018	181,300	1,556,567	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
January	2019	211,970	1,560,292	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
February	2019	202,218	1,557,545	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
March	2019	196,178	1,555,948	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
April	2019	191,123	1,552,902	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
May	2019	186,165	1,552,158	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

Month	Calendar Year	QHP Enrollment	Medicaid Enrollment	Avg Call Length (minutes)	Minimum Daily Call Volume	Maximum Daily Call Volume	Avg Daily Call Volume	Total Monthly Calls Received	Emails Processed	Paper Processing (Applications)	Document Processing (Uploads)
June	2019	181,168	1,549,986	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
July	2019	176,419	1,549,870	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
August	2019	173,428	1,550,181	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
September	2019	172,220	1,550,565	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
October	2019	172,349	1,552,905	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
November	2019	172,260	1,560,245	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
December	2019	163,877	1,571,845	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
January	2020	213,571	1,574,247	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
February	2020	203,745	1,572,822	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
March	2020	197,660	1,572,445	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
April	2020	192,567	1,570,419	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
May	2020	187,571	1,569,216	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
June	2020	182,537	1,568,276	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

1. QHP Enrollment is based on actuals for July 2015 - August 2018, Enrollment figures beginning August 2018 are based on the Wakely April 2018 Actuarial Forecast.

2. Medicaid enrollment is based on annual enrollment provided by the preliminary November 2018 Medicaid Forecast approved by the Washington State Caseload Forecast Council www.cfc.wa.gov.

3. The minimum, maximum, and average daily call volumes include only calls received/offered Monday through Friday.