Request for Information: Provider Directory Data Management Service for MNsure

Minnesota's Commitment to Diversity and Inclusion

The State of Minnesota is committed to diversity and inclusion in its public procurement process. The goal is to ensure that those providing goods and services to the State are representative of our Minnesota communities and include businesses owned by minorities, women, veterans and those with substantial physical disabilities. Creating broader opportunities for historically under-represented groups provides for additional options and greater competition in the marketplace, creates stronger relationships and engagement within our communities, and fosters economic development and equality.

To further this commitment, the Department of Administration operates a program for Minnesota-based small businesses owned by minorities, women, veterans and those with substantial physical disabilities. For additional information on this program, or to determine eligibility, please call 651-296-2600 or go to www.mn.gov/admin/oep.

MNsure Project Overview

MNsure, the State of Minnesota's health insurance marketplace, is requesting information about available services or solutions for management of the provider directory data displayed by MNsure's new Plan Shopping and Enrollment Decision Support Tool. MNsure is seeking this information with an expected implementation of provider directory data display no later than November 1, 2019, for the 2020 benefit year.

Purpose

This request for information ("RFI") is being sought strictly for the purposes of gathering information and gaining knowledge of cost-effective services or solutions currently available in the private marketplace. Such services must ensure that the provider data displayed through MNsure's Plan Shopping and Enrollment Decision Support Tool is accurate, complete and timely. The quality of this data must support MNsure consumers' ability to view, compare and select a health and/or dental plan that is accepted by their desired provider, and search for providers from an array of health and dental products. This includes both private insurance plans and public health program plans, such as those offered through Medical Assistance (Medicaid) and MinnesotaCare (Basic Health Plan).

No contract will result from any response to this RFI.

Information submitted in response to this RFI will become property of the State of Minnesota and will be public information. All materials submitted in response to this RFI will become property of MNsure and will become public record in accordance with Minnesota Statutes, Chapter 13.

If a Responder submits information in response to this RFI that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minnesota Statute § 13.37, the Responder must:

- Clearly mark all trade secret materials in its response at the time the response is submitted,
- Include a statement with its response justifying the trade secret designation for each item, and
- Defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless MNsure, its agents and employees, from any judgments or damages awarded against MNsure in favor of the party requesting the materials, and any and all costs connected with that defense.

In submitting a response to this RFI, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State. MNsure will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Background

Established in 2013 as the State of Minnesota's health insurance marketplace, MNsure serves as the only "front door" for Minnesotans seeking health coverage options to determine eligibility for federal advanced premium tax credits or public health programs, including MinnesotaCare and Medical Assistance.

In 2018, over 116,000 Minnesotans signed up for private health insurance coverage through MNsure during open enrollment. These enrollees had the choice between four medical carriers offering a total of 82 private health plans spread across 11 networks, and two dental carriers offering 12 private dental plans across two networks.

MNsure is seeking information for services or solutions for management of the provider directory data displayed by MNsure's new Plan Shopping and Enrollment Decision Support Tool. Understanding a plan's network of providers and, likewise, understanding which plans are accepted by a particular provider, is an integral part of supporting MNsure consumers' decision-making process when shopping for medical and/or dental coverage. MNsure is requesting information on proven solutions for integrating this information into our existing plan shopping and enrollment decision support infrastructure through the introduction of high-quality, aggregated provider directory data.

Additional information related to Responder products not applicable to the purposes of this RFI is neither requested nor desired.

Responder Information Organization and Content Requirements

Information should be separated into the following distinguishable sections. Interested Responders will provide information that addresses the stated purposes of the RFI. Information should not include any tools, products or content that is not requested, such as marketing materials. For the purposes of this RFI, Responders are required to submit information for Sections 1 and 2.

Section 1: Cover Letter

Cover letter identifying the following:

A. Responder company name
B. Street address
C. Mailing address (if different)
D. Company contact person
E. Contact person's direct email address and telephone number
F. Description of the company's core work. Responder may include information regarding previous or current projects similar to that described in this RFI. This description should not exceed one page.

The cover letter must be signed (electronic signature is acceptable) by an individual who is authorized to bind the company to all statements in the RFI. Information from single

organizations equipped to perform all the tasks or from a lead contractor with subcontractors or vendors is welcome. If an organization includes products or tools associated with other vendors, those subcontractors or vendors and their roles must be specifically identified in the cover letter.

Section 2: Provider Directory Data Management Service

Provide information regarding services or solutions for providing MNsure with accurate, complete and timely provider directory data.

A. Describe existing utilization of the service or solution in other state-based insurance marketplaces or similar models.
B. Explain how the service or solution accomplishes the stated purpose of this RFI.
C. Describe the provider types (e.g., doctor, dentist, nurse practitioner, etc.) supported by the service or solution.
D. Describe the method and expected format(s) by which the service or solution would receive provider data.
E. Describe by what means and how frequently the service or solution incorporates provider directory data updates from plan issuers.
F. Describe how the service or solution processes data, including identification of duplicates, data remediation and standardization.
G. Describe how the service or solution performs data enhancements and augmentation to fill in gaps in the data and provide a complete file to MNsure for purposes of populating the provider directory in the Plan Shopping and Enrollment Decision Support Tool.
H. Describe how the service or solution validates data to ensure accuracy and completeness, including processes for ensuring the data remains current and up-to-date.
I. Describe the data sources used by the service or solution for validation and remediation of provider data, including data from external data sources, processes of outreach to providers, and any other methods and sources.
J. Describe how the service or solution will deliver provider directory data for purposes of loading the data file into MNsure's existing IT infrastructure, including supported file formats.
K. Describe any tools, systems and/or file formats required to access the provider data provided by the service or solution.
L. The service or solution must adhere to the privacy and security policies and protections enforced by the State of Minnesota, and state and federal statutes and regulations including, but not limited to, the Minnesota Government Data Practices Act.
M. The solution must secure data in transit and at rest.
N. Detail the cost for this project. Be specific and address, as applicable, but not limited to, the following points:
    a. Ongoing implementation and maintenance costs
    b. Annual costs
    c. Pricing variables or options (transactional, flat-fee subscription, etc.)

Submission of multiple pricing options based on a scalable solution is acceptable. Please use the metrics listed in the background section regarding provider and dental networks as a baseline for the cost estimate.

O. Would you respond to an RFP to provide these services?

RFI Schedule and Question and Proposal Submission Information

Request for information (RFI) issued	June 4, 2018, by 4 p.m. Central time
Deadline for submission of questions (via email only)	June 11, 2018, by 4 p.m. Central time
Questions and answers posted on MNsure website	June 15, 2018, by 4 p.m. Central time
Deadline for submission of information	June 25, 2018, by 4 p.m. Central time

Questions

All questions must be submitted via email no later than 4 p.m. Central time on Monday, June 11, 2018, to Morgan Winters at:

Email address: morgan.winters@state.mn.us
Email subject line: MNsure RFI

Process for the Submission of Information

Information must be submitted in portable document format (PDF) and sent directly to the following recipient:

Morgan Winters
Email address: morgan.winters@state.mn.us
Email subject line: MNsure RFI

All information should be received by MNsure **no later than 4 p.m. on Monday, June 25, 2018.**

Notes

MNsure reserves the right to request a scheduled presentation from Responders based on the information submitted. Responders may be contacted to schedule a time for the presentation.

1. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Nothing in this RFI shall be interpreted as a commitment by MNsure to enter into a contract with any Responder or to make any procurement. MNsure may decide to further pursue one or more solutions by methods including, but not limited to: solicit further information from one or more potential Responders; issue a request for proposals ("RFP"), request for bids ("RFB"), or take no action at all, as a result of the information gathered. MNsure reserves the right to evaluate, use and determine, at its discretion, whether any aspect of the Responder's information satisfies the purpose and intent of the RFI.
2. MNsure reserves the right to accept or reject late responses. MNsure reserves the right to cancel or amend this RFI at any time and will notify all Responders accordingly.

3. In submitting a response, Responders agree that any cost incurred in responding to this RFI shall be the sole responsibility of the Responder. MNsure shall not be held responsible for any costs incurred by Responders in preparing their respective responses to the RFI.