

**Second Amendment to the Iowa Department of Human Services
Member Management, Consumer Assistance, and Eligibility Help Desk Services for Iowa
Medicaid and Healthy and Well Kids in Iowa (Hawki) Request for Proposal**

This Amendment to RFP Number MED-25-003 is effective as of September 20, 2024. The RFP is amended as follows:

Revision 1. RFP Section 1.3.1.1.(8) is hereby deleted and replaced with the following:

8. The Contractor shall coordinate with the Agency's telephone system vendor to ensure the telephone system, at a minimum:
- a) Is programmed to provide recorded directions on its use to callers in English and Spanish.
 - b) Has access for a telecommunication device for persons who are deaf or hearing impaired (TDD). The current TDD number of 1-800-735-2942 shall be used.
 - c) Has access to Agency provided interpreter services to serve customers in their native language as needed to achieve first call resolution. Contractor staff shall initiate the interpreter services via conference call so that callers will not have to hang up and redial in order to access these services.
 - d) Have the ability to make outbound robocalls, and callback services.
 - e) Has IVR capabilities, and have the ability to:
 - i. Effectively manage all calls received by the IVR.
 - ii. Assign incoming calls to available customer service representatives.
 - iii. Provide greeting and educational messages, in English and Spanish, approved by the Agency, while callers are on hold.
 - iv. Record all incoming and outgoing customer calls and have the recordings available to the Agency for review as needed.
 - v. Record and aggregate Call Center statistics for each separate toll-free number, to include:
 - a. Number of incoming calls.
 - b. Number of calls routed to the general voice mailbox during Business Hours.
 - c. Number of calls routed to the voice mailbox during hours when the Call Center is closed.
 - d. Number of answered calls.
 - e. Average number of calls answered.
 - f. Average speed to answer after the call clears the IVR and is in queue.
 - g. Average talk time.
 - h. Number and percentage of calls answered in less than sixty (60) seconds.
 - i. Number and percentage of calls placed on hold and the average length of wait times.
 - j. Number of CSRs accepting calls.
 - k. Number and percentage of abandoned calls once queued, length of time until each call is abandoned, and the call abandonment rate.
 - l. Number of outbound calls made.

Revision 2. RFP Section 1.3.1.3.A(11) is hereby deleted and replaced with the following:

11. The Contractor shall submit a weekly and monthly ongoing report to the Agency, detailing Call Center activity related to Enrollment Broker functions, to include:
- a) Telephone service downtime as specified in Section 1.3.1.1.1.7.

- b) Call statistics as specified in Section 1.3.1.1.I.8.e.v.
- c) Staffing levels.

Revision 3. RFP Section 1.3.1.3.B(10) is hereby deleted and replaced with the following:

- 10. The Contractor shall submit a weekly and monthly ongoing report to the Agency, detailing Call Center activity related to Member inquiries, to include:
 - a) Telephone service downtime as specified in Section 1.3.1.1.I.7.
 - b) Call statistics as specified in Section 1.3.1.1.I.8.e.iv.
 - c) Staffing levels.
 - d) Number of calls transferred to other Iowa Medicaid Units, Agency divisions, or State agencies, as well as who they were transferred to.

Revision 4. RFP Section 1.3.1.3.B(13) IHAWP and DWP Support, is hereby deleted and replaced with the following:

- 13. IHAWP and DWP Support.
The Contractor shall support operations of the IHAWP and DWP, including, but not limited to:
 - a) Process Member medical exemptions, to include, but not be limited to:
 - iii. Receive and process medically exempt attestation and referral forms submitted by telephone, digital means, fax, or mail, in accordance with Agency guidelines.
 - b) Administer the Agency-approved HRA for applicable IHAWP Members.
 - c) Provide multiple mechanisms for Members to complete the HRA, including, but not limited to phone, mail, digital means, Member portal, or fax.
 - d) Log Member self-reported completion of Healthy Behaviors in the Agency system.
 - e) Submit a monthly report to the Agency detailing the total number of Members who have completed the HRA and Healthy Behaviors from the previous month.
 - f) Track, trend, analyze, and report to the Agency on a quarterly basis, FFS Member complaints related to IHAWP and Dental Wellness. The report shall be broken out by month in the following categories:
 - i. Benefits and Services.
 - ii. Access.
 - iii. Substance Abuse and Mental Health Access.
 - iv. Quality of Care.
 - v. Medical Provider Network.
 - vi. Premiums and Cost Sharing.
 - vii. Healthy Behaviors.
 - viii. NEMT.
 - xi. EPSDT.
 - g) Using an Agency approved emergency protocol, provide assistance to Members looking for a dental provider.

Revision 5. RFP Section 1.3.1.3.C(25) is hereby deleted.