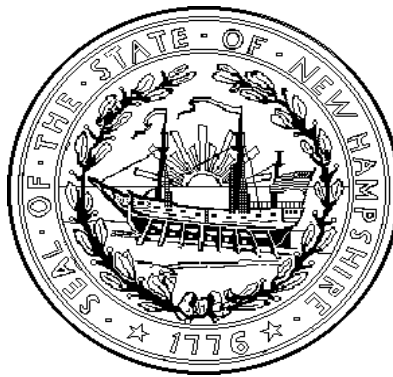


State of New Hampshire Department of Health and Human Services



THE DIVISION OF FAMILY ASSISTANCE Electronic Asset Verification System

REQUEST FOR INFORMATION 10-DFA-PO-EAVS-05 August 19, 2009

The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence.

I. REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This Request for Information (RFI) outlines the information being solicited by the New Hampshire Department of Health and Human Services (DHHS), Division of Family Assistance (DFA) from vendors and includes guidelines for content and format of responses. From this RFI's issuance date of August 19, 2009, vendor(s) choosing to respond to this RFI will have approximately two weeks to submit clarifying questions and DFA will have approximately two weeks to submit completed written responses to those questions.

All questions must be in written form, submitted using electronic mail and addressed to: dlacey@dhhs.state.nh.us. Written questions must be received no later than noon on Wednesday, September 2, 2009.

Responses to written questions will be posted on the DHHS website as an addendum to this RFI by 6:00 p.m. on Wednesday, September 16, 2009.

Respondents to this RFI must respond in writing, providing one original and five complete hard copies of their submitted response, and one Microsoft Office 2000 (or earlier) compatible electronic version on a compact disc. To be reviewed by DFA, responses must be received by DFA no later than noon Wednesday, October 14, 2009. The address for the delivery of RFI responses is:

NH DHHS – Division of Family Assistance
ATTN: Diana Lacey, Contracts Administrator
129 Pleasant Street
Concord, NH 03301-3857

II. OVERVIEW

DFA seeks information regarding a comprehensive solution to implement an electronic asset verification system to assist with public assistance eligibility determinations and redeterminations. DFA is interested in an electronic system that provides DFA eligibility workers with personally identifiable applicant/recipient information for asset verification.

Specifically this RFI seeks the following information:

- The feasibility of implementing an electronic asset verification system for each applicant for, or recipient of, public assistance programs administered by the DFA; and
- An estimate of the response time and accuracy of this information.

III. DFA DESCRIPTION

DFA administers programs and services for eligible NH residents providing financial, medical, food and nutritional assistance, assistance with child-care costs and emergency financial assistance to obtain and keep safe housing. DFA staff determines initial and continuing eligibility, the amount of benefits and delivers benefits using federal and NH guidelines and policies.

DFA administers most of its programs through twelve (12) DHHS district offices located throughout the State, with its headquarters located in Concord, New Hampshire.

IV. REQUIREMENTS

The purpose of this RFI is to acquire information about the capabilities of vendors to provide an electronic asset verification system to assist DFA with its public assistance eligibility determinations and redeterminations. Title VII, Section 7001(d) of P.L. 110-252 (Supplemental Appropriations Act of 2008) requires that state Medicaid agencies implement an asset verification system (AVS) for verifying the assets of aged, blind and disabled applicants for and recipients of Medicaid. The system must be consistent with the approach taken by the Social Security Administration in their Supplemental Security Income asset verification pilot project. Specifically, this means the AVS must meet the following requirements:

- The request and response system must be electronic;
- Verification inquiries must be sent electronically via the Internet or similar means from DFA to the financial institution (FI);
- The system cannot be based on mailing paper based requests;
- The system must have the capability to accept responses electronically;
- The system must be secure, based on a recognized industry standard (e.g. as defined by the U.S. Commerce Department's National Institute of Standards and Technology, or NIST);
- The system must establish and maintain a database of FIs that participate in DFA's resultant AVS;
- Verification requests must be sent to FIs other than those identified by applicants and recipients based on some logic such as geographic proximity to the applicant's home address, or other reasonable factors whenever DFA determines that such requests are needed to determine or redetermine the individuals' eligibility;
- The verification requests must include a request for information on both open and closed accounts, going back for a period up to 5 years, as determined by DFA; and
- DFA must be able to generate reports on verification activity, including information such as: the number of requests, number of responses, amount of undisclosed assets identified, etc.

V. RESPONSE OUTLINE

Responses to this RFI must describe how the respondent's electronic asset verification system operates, including a description of the information DFA would be required to provide and how the responding verification information would be provided to the DFA. Responses to this RFI must include the following information labeled as Section I.

Section I— System Description

1. Description of an electronic asset verification system including:

- Personally identifiable information (SSN for example) required from DFA;
- Detailed list of sources/types of information that can be verified and/or obtained;
- Capacity level to provide real time responses;
- Expected response times and formats; and
- Anticipated accuracy of information.

2. Technical/Systems Security/System Administration including:

- HIPAA compliance;
- System maintenance;
- System security;
- System flexibility; and

- System reporting capabilities
- 3. Experience with other states in which the respondent is currently providing this or a similar service.
- 4. Any other pertinent information that would be informative and appropriate regarding a statewide, asset verification system.

In addition to the information requested above (to be labeled Section I), please include the following:

Section II – Compliance with Federal Requirements

Briefly describe how, if at all, the identified asset verification system satisfies the requirements of Title VII, Section 7001(d) of P.L. 110-252 (Supplemental Appropriations Act of 2008).

Section III – Conceptual Alternatives

Briefly describe any alternative methods for verifying and screening the information used to develop eligibility decisions that are utilized in other states. Describe quality improvements or cost savings demonstrated through the use of the asset verification system.

Section IV – Corporate Expertise

Identify the development and/or implementation processes utilized for any electronic eligibility verification system that the respondent has developed and implemented in other states. For the system being described in response to this RFI, please include the product history, user training and support provided and/or available, experience with product installation, and other additional information you deem relevant not previously covered.

Section V – Additional Material

Please provide any other materials, information, suggestions and discussion you deem appropriate. Self-promotional or advertising materials will not be reviewed. Any additional material submitted by vendors must be directly related to the delivery of the services identified in this RFI.

VI. INFORMATION EXCHANGE MEETINGS

DFA may choose to invite respondents to make system and informational presentations. Costs associated with travel to make presentations will be the sole responsibility of the respondent. DFA, based on the responses selected, will determine the scope of the presentations.

VII. DISCLAIMER

This RFI is issued solely for information and planning purposes and does not constitute a solicitation. All information in response to this RFI that is marked “Proprietary” will be handled accordingly. Responses to the RFI will not be returned. Responses to this notice are not an offer and cannot be accepted to form a binding contract. This solicitation of information should not be considered an opportunity to “market” to DFA or to any agency of the State of New Hampshire. Respondents are solely responsible for all expenses associated with responding to this RFI.