

AHIM Individual Market RFI Question Brainstorming

Category: Vendor Individual Market Experience

1. Please describe the specific experience you have had with an ACA-compliant individual marketplace solution implementation.
 - a. In what states did your firm work?
 - i. Was your client a state agency or another entity (e.g. private non-profit marketplace authority, quasi-governmental organization)
 - b. What was the nature of the product(s) and/or service(s) your firm provided in relation to the implementation(s)?
 - c. Were you the prime contractor or a subcontractor in relation to the implementation(s)?
2. Please provide an explanation of key lessons learned from your implementation experience.
 - a. What advice would you give your client to prepare for a successful implementation?

Category: Product(s) and/or Service(s)

1. Please provide a description of the product(s) and/or services you may wish to offer to the Arkansas Health Insurance Marketplace
 - a. What are the distinguishing features of your product(s) and/or service(s) versus a competitors offering?
 - b. Please describe the technical architecture of your software solution as well as a description of its key functionality.

Category: Implementation Approach / Methodology

1. Please provide an overview of your preferred implementation approach for an ACA-compliant individual marketplace solution.
 - a. What is your preferred approach to managing the project management?
2. What is your recommended timeline for an implementation project such as the one AHIM is envisioning?
3. What expectations do you typically have for client interaction during the implementation process?

Category: Arkansas-Specific Requirements

1. Please describe what you feel are the most challenging aspects of the Private Option as it relates to the individual marketplace solution and what you would recommend to overcome those challenges?
2. What do you feel are the key facets of a successful Marketplace and Medicaid integration?

- a. Please provide examples and lessons learned from successful marketplace and Medicaid integrations that you have been involved in.

Category: Contract Management / Service Level Agreement

1. Please provide examples of effective incentive and contract management approaches from your experience.

Category: Infrastructure / Operations

1. Please explain what you feel are the minimal hosting requirements for an ACA-compliant individual marketplace?

Category: Consumer Contact Center

1. From your experience, what are the biggest contact-drivers for consumer support?