

RFI #4209_Online_Eligibility_Verification_RFI
State of Connecticut
Department of Social Services

Request for Information

For

Online Eligibility Verification

The State of Connecticut Department of Social Services is issuing the following responses to questions submitted by interested vendors.

Responses to Questions

1. What is the average length of time to process a Medicaid application and what does the state consider most attributable to the delays in the current process?

RESPONSE: Medicaid applications can take approximately 45 - 60 days to process. Two things that might be attributable to delays in processing would be asset verification and investigation of transfer of asset issues. Many times, the department needs to follow up via serving subpoenas for bank statements or conducting real estate title searches to determine value of an applicant's life use or extent of property ownership. Medicaid Long Term Care (Convalescent) applications take longer than 60 days mostly due to asset issues.

2. What is the average length of time required to perform redetermination and what does the state consider most attributable to the delays in the current process?

RESPONSE: Redetermination reviews are generally routine, usually requiring updating information on original application. Average length of time to process is usually less than that of initial application; can take up to approximately 30 days. Family case redeterminations may be more complicated due to questions of residency (i.e. whether applicants are living at their claimed residence).

3. What is the current asset and wage verification process performed at the state or county level, and where do these processes occur within the eligibility determination process?

RESPONSE: Asset verification can include bank tracers; referrals to Resources (Investigations) unit to verify ownership and its' effect on eligibility; online database searches (i.e. The Warren Group; Vision Appraisal; CT Treasurer's unclaimed property database; other various internet searches (i.e. Google); CT Judicial website (may indicate leads on businesses and assets); CT Secretary of State; Reference USA; DMV (Dept. of Motor Vehicles). Wage verification can

include CT DOL (Dept. of Labor) database; DSS New Hires match; The Work Number, DSS wage tracers. Verification processes occur either during the application and/or redetermination processes.

4. What is the average length of time that passes prior to submitting a request and how long does it take to receive a response from your data source? We would like to know this for both asset and wage verification.

RESPONSE: Variable depending on worker and caseload size. It can take up to 2 weeks for asset and wage responses.

5. What are DSS's data sources for both asset verification and wage verification? What other databases or resources are the state's staff currently accessing for other forms of eligibility verification?

RESPONSE: See response to # 3 above.

6. What amount of staff time is allocated to the identification and follow-up activities and what are the direct or indirect costs related to both asset and wage verification?

RESPONSE: It can take up to approximately 2 hours per day. Staff time could be considerable if follow up phone calls are necessary as well as the necessity of subpoena service or resubmitting DSS verification forms.

7. How often is the asset verification and wage verification data that is used for verification purposes refreshed?

RESPONSE: CT DOL verification data is 2 quarters behind; DMV is real time; Warren Group and Vision Appraisal have a small lag time; The Work Number is real time with 5 day turnaround to receive verification; bank verification can take up to 2 weeks turnaround.

8. Are any other vendor(s) currently performing these services for DSS, and if so, what is the scope of work and pricing?

RESPONSE: There is currently no other vendor performing this service.

9. Will DSS provide the names of vendors that submitted questions?

RESPONSE: Vendors who have submitted questions include: HMS, EDS, CJIS Group, Deloitte Consulting LLP.

10. What are the current existing agreements regarding data sharing between this agency and other state agencies? For example, are there Memorandums of Understanding or other data sharing agreements between the Department of Social Services and other State agencies for eligibility determination?

RESPONSE: The Department has Memorandums of Agreement for data match services with various CT state agencies.

11. Does the yearly 400,000 new program assistance applications figure include duplicates (for example, when applicants apply for multiple programs)?

RESPONSE: This information is currently not available. The Department will try to respond to this question in a subsequent addendum.

12. What verification sources does the State include in its eligibility determination processes today?

RESPONSE: Financial Institutions, Employers, DOL, DMV, SSA, The Work Number, Real Estate online databases; DOC (Dept. of Correction); CT Judicial website as well as other state government websites.

13. If the project is deemed feasible after the RFI responses are received, what would be the next steps to implement the system? Issue an RFP?

RESPONSE: The purpose of the RFI is for the Department to gather information regarding possible development and implementation of an Online Eligibility Verification System. It remains undetermined as to whether the Department will issue an RFP to obtain such services.

14. What would be the funding source if the system is acquired?

RESPONSE: There is no funding source determination at this time.

15. Has any kind of ballpark cost estimate been determined at this point?

RESPONSE: There is no cost estimate determination at this time.

Date Issued: April 24, 2009

Approved: *Dorothy Dilernia*
Dorothy Dilernia

State of Connecticut Department of Social Services
(Original signature on document in file)

Date – April 2, 2009

**RFI #4209_Online_Eligibility_Verification_RFI
State of Connecticut
Department of Social Services**

Request for Information

For

Online Eligibility Verification

Issue Date: Thursday, April 2, 2009

Question Cut-Off Date: Thursday, April 16, 2009

Responses to Questions Date: Wednesday, April 22, 2009

RFI Submission Due Date: Friday, May 15, 2009

Issued by:

**The Department of Social Services
25 Sigourney Street
Hartford, CT 06106**

I. REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This Request for Information (RFI) outlines the information being solicited by the Connecticut Department of Social Services (“DSS” or “Department”) from vendors and includes guidelines for content and format of responses. From this RFI’s issuance date of Thursday, April 2, 2009, vendor(s) choosing to respond to this RFI will have **approximately two (2) weeks** to submit clarifying questions and **approximately six (6) weeks** to submit completed written responses.

All questions must be in written form, submitted using electronic mail and addressed to:

dorothy.dilernia@ct.gov

Written questions must be received **no later than 3:00 pm on Thursday, April 16, 2009.**

Responses will be posted as an addendum to this RFI on the state contracting portal by **3:00 pm Wednesday, April 22, 2009.**

Respondents to this RFI must respond in writing, providing **one original and five (5)** complete copies of their submitted response. To be reviewed by the Department, responses must be received by the Department **no later than 3:00 pm on Friday, May 15, 2009.** Late responses will only be considered if the Department receives three (3) or less responses. The address for the delivery of RFI responses is:

**Dorothy DiLernia
State of Connecticut
Department of Social Services
Contracts and Procurement
25 Sigourney Street
Hartford, CT 06106
Attn: RFI #4209 Online Eligibility Verification RFI**

II. OVERVIEW

The Department of Social Services seeks information regarding a comprehensive solution to implement an electronic online asset/income verification system to assist with program eligibility determinations. The Department is interested in a real time online system that would provide DSS eligibility workers with personally identifiable applicant/client information for verification and screening.

Specifically this RFI seeks the following information:

- The feasibility of implementing a real time electronic online asset/income verification system to process information included in our approximately 400,000 yearly new program assistance applications, and screening for various other currently unknown information affecting an individual client’s eligibility for the Medicaid, State Supplement, Temporary Family Assistance, State Administered General Assistance and Supplemental Nutrition Assistance programs; and
- Estimate of the response time and accuracy of this information

III. DSS DESCRIPTION

The Department of Social Services provides a broad range of services to the elderly, persons with disabilities, families, and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. It administers over 90 legislatively authorized programs and one-third of the State budget. By statute it is the State agency responsible for administering a number of programs under Federal legislation, including the Rehabilitation Act, the Food Stamp Act, the Older Americans Act, and the Social Security Act.

The Department is headed by the Commissioner of Social Services. There are Deputy Commissioners for Administration and Programs. There is a Regional Administrator responsible for each of the three service regions.

The Department administers most of its programs through offices located throughout the State. Services are available through 12 offices located in the three regions, with central office support located in Hartford. In addition, many services funded by the agency are available through community-based agencies, including the 156 senior centers throughout Connecticut. The agency has out-stationed employees at hospitals to expedite Medicaid applications, and funds Healthy Start sites which can accept applications for Medicaid for pregnant women and young children. Many of the services provided by the Department are available via mail or telephone.

DSS Mission

The Connecticut Department of Social Services provides a continuum of core services to:

- Meet basic needs of food, shelter, economic support and health care
- Promote and support the choice to live with dignity in one's own home and community
- Promote and support the achievement of economic viability in the workforce

We gain strength from our diverse environment to promote equal access to all DSS programs and services.

DSS Vision

The Connecticut Department of Social Services is people working together to support individuals and families to reach their full potential and live better lives. We do this with humanity and integrity.

IV. Requirements

The purpose of this RFI is to acquire information about the capabilities of vendors to provide an electronic online asset/income verification system to assist DSS with its program eligibility determination. 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 the Department 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 the Department'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 the Department 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 the Department and
- The Department must be able to generate reports on verification activity, including information such as: the number of requests, number of responses, amounts undisclosed assets found, etc.

In addition to the federal requirements, the system must have the capacity of verifying income. The Department will use the system to verify the income and assets of applicants for and recipient of all programs specified in the overview of this RFI.

Responses to this RFI should describe how the respondent's electronic online asset/income verification system operates, including what information the Department would be required to provide and how the responding verification information would be provided to the Department. Responses to this RFI should include the following information labeled as **Section I**:

Section I.

1. Description of an electronic online asset/income verification system including:
 - Personally identifiable information (SSN for example) required from the Department
 - 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
 - Anticipated accuracy of information
2. Technical/Systems Security/System Administration including:
 - HIPAA compliance
 - System maintenance
 - System security
 - System Flexibility
 - 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, online eligibility verification system

V. RESPONSE OUTLINE

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

Section II – Compliance with Federal Requirements

Briefly describe how, if at all, the identified asset/income 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 you may have utilized in other states. Describe quality improvements or cost savings you have been able to demonstrate.

Section IV – Corporate Expertise

Identify the development and/or implementation processes utilized for any online 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.

VI. INFORMATION EXCHANGE MEETINGS

The State of Connecticut Department of Social Services may choose respondents for system and informational demonstrations to Department Staff. The scope of the presentations will be determined by the Department, based on the responses chosen.

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 and in accordance with the Connecticut Freedom of Information Act (§1-210 of the CT General Statutes). 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 the Department of Social Services or to any entity for the State of Connecticut. Respondents are solely responsible for all expenses associated with responding to this RFI.