

Written Questions & Answers

Kokua Services for the Med-QUEST program
RFP MQD-2022-005

Issued: April 25, 2022

Date Submitted	Question #	RFP Section #	RFP Page #	Paragraph #	Question	Answer
4/18/2022	1	20.600	12	3	What does it mean, by prepaid health care in HRS Chapter 393? Does it mean Employer or Contractor needs to provide health insurance or is it more than that?	<p>This means the offeror must comply with the HRS Chapter 393 - Hawaii Prepaid Health Care Act. If you are able to obtain a "Compliant" certificate from the Hawaii Compliance Express (HCE) this means you are in compliance with this chapter. For more information, here is a link to the HRS Chapter 393 http://www.capitol.hawaii.gov/hrscurrent/Vol07_Ch0346-0398/HRS0393/HRS_0393-.htm, and a link to the Hawaii Dept of Labor and Industrial Relations (HDLIR) site http://labor.hawaii.gov/dcd/about-phc/. In general, and to summarize, Offeror must offer and pay for health coverage for all full-time employees who work at least 20 hours per week and earn 86.67 times the current Hawaii minimum wage a month. Coverage commences after 4 consecutive weeks of employment or the earliest time thereafter at which coverage can be provided by the health care plan contractor, which is usually the first of the month</p>
4/18/2022	2	40.810C, D, E	37	2 - 9	If the Contractor is responsible for the costs of language support including sign-language, does the department	<p>The Contractor is required to build in budget capacity to provide this resource at no charge to the client with whom they may be assisting with language interpretation or translation and</p>

					provide resources on other funding sources to small organizations who may not have the capacity?	document accordingly when submitting monthly invoices.
4/18/2022	3	40.800-E,1-4	38	1-5	If the staff hired is multilingual and is able to provide the services in the language of most LEP individuals, is the contractor still required or eligible to submit this quarterly report?	Yes. The intent of the report is to understand the number of times assistance is provided in preferred languages.
4/18/2022	4	40.230	30	3 or C	Are Kokua able to do door to door Educational outreach and are they able to enroll individuals at their homes?	Kokua may conduct outreach and education activities by going door-to-door or through other unsolicited means of direct contact, such as a direct phone call to consumers' homes. Note: It is against federal law to place outreach or educational materials directly into a consumer's mailbox. If the consumer requests assistance at the time Kokua are conducting outreach, then you may assist with application/enrollment. Kokua must not go door-to-door, call, or use other means of direct contact <i>for the purpose of providing application or enrollment assistance to consumers if they haven't requested or initiated the contact, or if you or your organization doesn't already have a relationship with the consumer.</i> We do not encourage Kokua to enroll consumers within their homes.
4/18/2022	5	40.810	36	1-3	Can Kokua provide language assistance with Marketplace's applicants? Reasons: they provide the wrong language, which takes so much time to	Yes. However, if the client is unable to get passed the Marketplace customer service representatives (CSR) questions to authorize a Kokua to speak on their behalf, then they must ask for an interpreter to conduct that portion of

					search for the right one. Oftentimes the interpreter comes online then drops out in the middle of the services..again so much time is lost right then.	the authorization. Once authorization has been given and documented by the Marketplace CSR, then the CSR should accept the Kokua to assist and speak on the client's behalf.
4/18/2022	6	30.400	26	A	Is PAP still available to other group that each residency in Hawaii is under five years and are on HCG coverage?	The State of Hawaii's Premium Assistance Program (PAP) is currently still available to lawfully present residents who are denied Med-QUEST eligibility due to the fact that they have not fulfilled the 5-year residency requirement and their household income is under 150% FPL. They must apply to Med-QUEST annually for a proper denial due to citizenship to be considered for PAP.
4/18/2022	7	50.700-B	45	5,	Is the Contractor required to provide a designated space for an employee of the state of Hawaii at the contractor's site on a weekly, monthly, or regular basis?	No. Please refer to RFP Section 51.700
4/18/2022	8	40.100	28	A	Are drug addicts and victims of domestic violence who are not participate in any therapy programs included in the "difficult to reach populations?"	Any resident in the State of Hawaii who is without health coverage and is experiencing challenges in obtaining health coverage, can be considered a "difficult to reach population".