



VENDOR FORUM

THIRD PARTY ADMINISTRATOR INVITATION TO NEGOTIATE

JANUARY 14, 2019

Agenda

- Corporation's Role & Florida KidCare (slide 3)
- Current Services & Operating Model (slide 7)
- Anticipated Services & Timeline (slide 12)
- Question & Answer Session

Corporation's Role & Florida KidCare

- Process eligibility determinations
- Process applications and enrollments
- Manage customer services, web services and correspondence
- Conduct premium payment administration for all Children's Health Insurance Program (CHIP) plans
- Market Florida KidCare, which includes CHIP, full-pay, and children's Medicaid



Florida Healthy Kids Corporation

Healthy Kids (CHIP & full-pay)

- CHIP & full-pay eligibility
- Service center
- Websites
- Payments
- Administers Enrollment



Agency for Health Care Admin

Medicaid* MediKids (CHIP & full-pay)

- Administers Enrollment



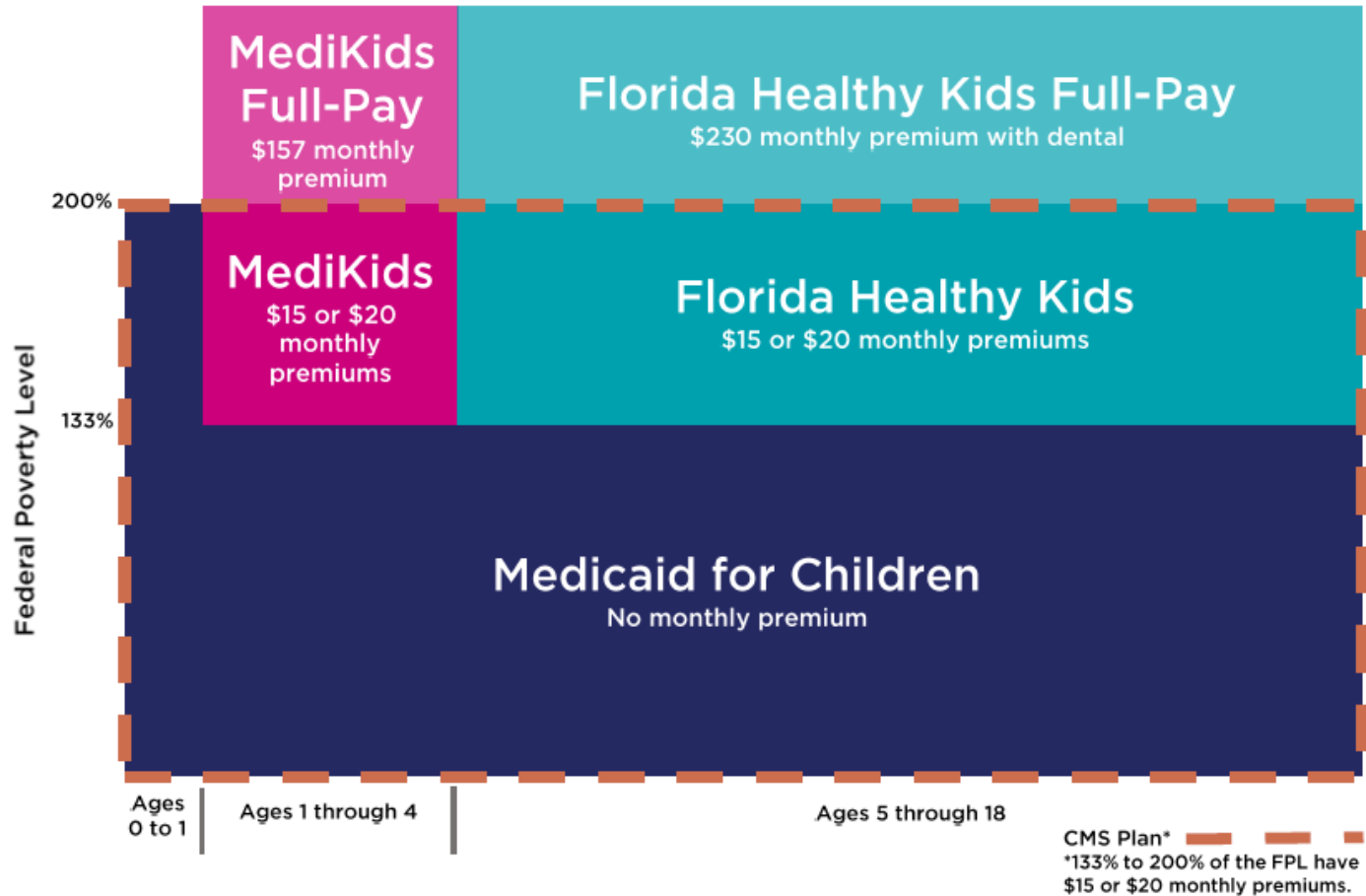
Department of Health

CMS Plan (CHIP & Medicaid*)

- Clinical eligibility
- Administers Enrollment

*The Department of Children and Families determines eligibility and hosts a call center for Medicaid.

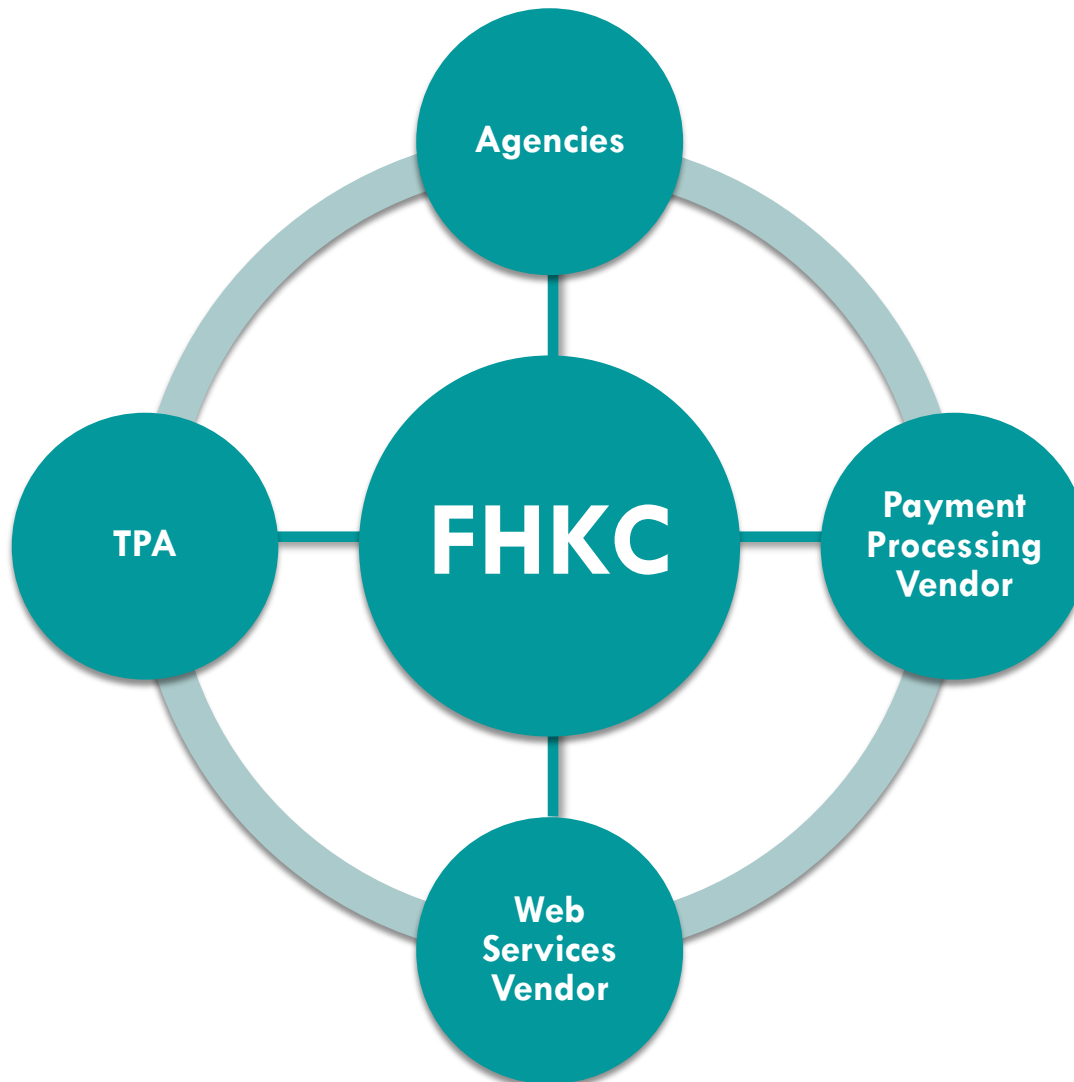
Eligibility Overview



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Current Services & Operating Model

Operating Model





Eligibility System and Database (CRM)

- Maintenance and enhancements
- 42 file exchanges
- Reports



Service Center

- Inbound and outbound calls
- Application processing, eligibility determinations and Medicaid screening
- Family account maintenance and payment processing
- Inbound mail, printing and mailing (subcontracted)

Payment Processing Vendor HealthKIDS™

- Family premium payments
 - ▣ Online (electronic card or e-check)
 - ▣ Phone
 - ▣ Cash kiosks
 - ▣ Lockbox
- Reports
 - ▣ Banking detail and summary
 - ▣ Reconciliation of bank transactions to the system

Web Services Vendor



FHKC and
Florida
KidCare sites



Application
and family
account portals



Hosting,
maintenance
and interfaces

← HIPAA/HITECH and Section 508 Rehabilitation Act Compliant →

Anticipated Services & Timeline

- Service quality delivered in the most cost effective and efficient manner
- Single service provider or multiple service providers
- Flexible contract and operating model
- Transparency and accountability
- Comply with HIPAA/HITECH and other federal and state policies, rules, and regulations

- ❑ Supports all customer engagement mediums
- ❑ Allows interactive membership, application, and document storage and retrieval
- ❑ Drives eligibility and enrollment outcomes
- ❑ Maintains financial transactions and computes account balances
- ❑ Distributes and receives data, documents, and reports
- ❑ Interfaces to other vendors, partners, and software
- ❑ Optimizes the customer experience

- Inbound and outbound phone, text, and web chat
- Florida KidCare application, documents and electronic data processing for eligibility determinations, redeterminations, renewals, and Medicaid screening
- Family account maintenance
- Knowledge base
- Inbound and outbound correspondence

Web Services



FHKC and
Florida
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Application
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Hosting,
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Chat and
knowledge
base

HIPAA/HITECH and Section 508 Rehabilitation Act Compliant

- Posting premiums and refund requests
- Reconciliation and reporting
 - ▣ Vendor payment reporting
 - ▣ Banking reconciliations
 - ▣ Family liability balance reporting including account aging
 - ▣ Reconciling accrual-based revenue to bank activity
 - ▣ Revenue reports by program with enrollment data
 - ▣ Expenditure reports by program with enrollment data
- Unclaimed property remittance support

Anticipated ITN Timeline

- Board approval to launch – June 2019
- Question and answer period – June/July 2019
- Vendors develop responses – Due Aug 2019
- Evaluations and negotiations – Aug 2019 to April 2020
- Best and final offer(s) – April 2020
- Recommend award to Board – June 2020
- Execute contract(s), transition and readiness review – July 2020 to Sept 2021
- Go live – October 1, 2021

QUESTIONS?

Send after-forum questions to
TPAIssuingOffice@healthykids.org by
COB January 22, 2019