

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.