

ERRATA SHEET 1**For The Connecticut Health Insurance Exchange d/b/a Access Health CT
Request for Proposals (RFP) for Call Center Services dated January 21, 2016**

1	RFP/ Table of Contents	Table of Contents - Section 10) Program Implementation Timelines - should read/reference: <u>page 38</u>
2	RFP Section 3.C / Pg. 14	<u>RFP Section 3.C</u> , in the next-to-last paragraph, the first sentence should be corrected: " Appendix I: Minimum Required Contract Provisions. "
3	<u>RFP Section (3.D.1.A.j) / Pg. 15</u>	<u>RFP Section (3.D.1.A.j)</u> , should be corrected to: "Cost/ Pricing Proposal (submitted as separate binders and electronic files)"
4	<u>RFP Section (E.3).</u> / Pg. 16	<u>RFP Section (E.3)</u> , item number 3 should be corrected to reference Appendix J- Respondent Qualifications
5	<u>RFP Section 12:</u> / Pg. 41	<u>RFP Section 12</u> : the second bullet point should be corrected to: "For each subsection outlined, the Respondent must indicate how current capabilities being proposed meet the requirements as written by the Exchange using the descriptors set forth in the table below. " In the table, " DNC " should be corrected to " DNH " for consistency with the descriptors throughout the Requirements Traceability Matrix (RTM).
6	<u>RFP Section 14.A</u> / Pg. 43	<u>RFP Section 14.A</u> : The first paragraph under " A. Transition Design and Implementation Costs " should be corrected to: "Transition design and implementation components and costs shall be itemized. If there is additional component and cost information that the Respondent will be factoring into their proposal, the Respondent should prepare and submit those itemized components and costs as an addendum to the pricing. "
7	Appendices: Table of Contents	Appendices Table of Contents: Appendix I should be corrected to: "Appendix I: Minimum Required Contract Provisions." Appendices Table of Contents: Appendix H – Responder Qualifications should be corrected to: " Appendix J: Responder Qualifications. "

<p>8</p>	<p>Appendix A- Table IV</p>	<p><u>RFP Appendix A - Table IV</u>. Time Frame: January 14, 2015² should be corrected : the ‘2’ at the end of “Time Frame: January 14, 2015²” should be a superscript.</p> <p>The superscript ‘1’ on the Call Center Assistance row header should be removed.</p> <p>The Corrected Table is below:</p> <p>APPENDIX A—Tables and Figures IV. Enrollee Call Center Assistance¹ <i>Time Frame: January 14, 2015²</i></p> <table border="1" data-bbox="482 800 1487 1213"> <thead> <tr> <th></th> <th>Children's Health Insurance Program</th> <th>Medicaid</th> <th>Qualified Health Plan</th> <th>Qualified Health Plan with Advanced Premium Tax Credits</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Call Center Assistance</td> <td>13,792</td> <td>344,610</td> <td>8,323</td> <td>45,709</td> <td>412,434</td> </tr> <tr> <td>Self Service³</td> <td>4,082</td> <td>242,202</td> <td>15,879</td> <td>38,588</td> <td>300,751</td> </tr> <tr> <td>Grand Total</td> <td>17,874</td> <td>586,812</td> <td>24,202</td> <td>84,297</td> <td>713,185</td> </tr> <tr> <td>% w/ Self Service</td> <td>22.8%</td> <td>41.3%</td> <td>65.6%</td> <td>45.8%</td> <td>42.2%</td> </tr> </tbody> </table> <p>1. Assistance is defined as any call resulting in an application modification by a call center representative. If a call did not result in the creation or modification of an enrollee’s application, then the enrollee will not be defined as receiving call center assistance in this table.</p> <p>2. Snapshot of any enrollee with an application created by or modified by a call center representative as of 1/14/2015 and within the last 12 months.</p> <p>3. Self Service rate is only calculated for enrollees who were actively covered January 14, 2015.</p>		Children's Health Insurance Program	Medicaid	Qualified Health Plan	Qualified Health Plan with Advanced Premium Tax Credits	Grand Total	Call Center Assistance	13,792	344,610	8,323	45,709	412,434	Self Service³	4,082	242,202	15,879	38,588	300,751	Grand Total	17,874	586,812	24,202	84,297	713,185	% w/ Self Service	22.8%	41.3%	65.6%	45.8%	42.2%
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<p>9</p>	<p>Appendix F - Operating Calendar</p>	<p><u>RFP Appendix F – Operating Calendar</u> : The following note should be added to the Appendix F Exhibit:</p> <p>NOTE : The Open Enrollment 4 (2017) dates are subject to change.</p>																														
<p>10</p>	<p>Appendix G - Business Process, Training</p>	<p><u>RFP Appendix G- Section III (Technical Information and Operating Models)</u>. The exhibit labeled as the <u>Current Call Center Equipment Overview</u>, 2nd bullet point , should be corrected to read: Dual monitors for CCR’s and Supervisors.</p>																														

	and Technical Operating Information	
11	RFP RTM/ Instructions <i>(second page of RTM)</i>	<p><u>RFP RTM Instructions:</u> the second bullet point should be corrected to: “For each subsection outlined, the Respondent must indicate how current capabilities being proposed meet the requirements as written by the Exchange using the descriptors set forth in the table below.”</p> <p>In the table, “DNC” should be corrected to “DNH” for consistency with the descriptors throughout the Requirements Traceability Matrix (RTM).</p>
12	RTM/ Section 10.0	<u>RTM Section 10.0:</u> The header of RTM 10.0 should be corrected to : “10.0 Reporting and Data Access”
13	RTM/ Section 12.0	RTM Section 12.0: The header of RTM 12.0 should be corrected to : “12.0 Problem Management”