

REQUEST FOR INFORMATION

**WYOMING DEPARTMENT OF HEALTH
DIVISION OF HEALTHCARE FINANCING**

Wyoming Children's Health Insurance Program (CHIP)

DUE DATE AND TIME

APRIL 16, 2025, 2:00 P.M. (MOUNTAIN TIME)

AGENCY REPRESENTATIVE:

Jeff Oliver

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307-777-6228

REQUEST FOR INFORMATION FOR WYOMING CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

1. GENERAL INFORMATION:

The State of Wyoming Department of Health is issuing this Request for Information (RFI) to identify potential sources and products for the Wyoming Children's Health Insurance Program (CHIP).

Vendors must supply written information with the possibility of demonstrating their products. Vendors shall be prepared to answer questions from the State of Wyoming Department of Health, who, if cost effectiveness can be proven, may write an RFP to be released following this RFI.

A Request for Proposal (RFP) may be issued after receiving and evaluating vendors' responses. Responses may be used in developing the RFP. Answering this RFI will allow vendors to provide information about their products and services for qualification to be included in the subsequent RFP. If an RFP is released, the State of Wyoming Department of Health intends to enter into a contract with the vendor who satisfies the requirements of the RFP for Wyoming Children's Health Insurance Program (CHIP) and is more cost effective than the current in-house fee-for-service model.

In October 2023 to January 2024, the Wyoming Department of Health conducted an internal analysis of the costs and savings, and other considerations, of the move from the S-CHIP managed care model to the M-CHIP Fee For-Service model that began on October 1, 2020. This analysis identified significant savings and other administrative benefits, while delivering comparable quality and customer satisfaction. The full report is available at <https://health.wyo.gov/healthcarefin/chip/documents/>.

2. OVERVIEW:

2.1 INTRODUCTION AND BACKGROUND:

Wyoming administers a fee-for-service program for children known as Kid Care CHIP, which is the state's Children's Health Insurance Program (CHIP) authorized by Title XXI of the Social Security Act and Wyo. Stat. Ann. §§ 35-25-101 through 111. The Wyoming Department of Health, Division of Healthcare Financing (Agency), is responsible for overseeing the Kid Care CHIP program. Kid Care CHIP allows families to obtain insurance for their eligible child/children through Wyoming-registered insurance companies that contract with the Agency. Eligible children are enrolled in one of two plans, which are based on family income and ethnicity. One plan includes cost sharing, and one does not include cost sharing.

Expenditures for Kid Care CHIP during SFY 2024 equaled approximately \$11,896,265. The average monthly enrollment was 3,785 members, and the Per Member Per Month cost was \$248.18.

Kid Care CHIP Membership and Enrollment Information	
SFY 2024 Expenditures	\$11,896,264.82
Per Member, Per Month Cost	\$248.18
Average Monthly Enrollment	3,785

While the current model is fee-for-service, if the Agency enters into a contract with a vendor through an RFP process, the program will revert to a managed care structure.

- 2.1.1 This RFI seeks to qualify potential respondents for a possible upcoming competitive RFP process. It will enable the Agency to better understand the current market, compare potential proposers, and refine future solicitation requirements.
- 2.1.2 In 2003, the Governor of Wyoming appointed a Health Benefits Committee to make recommendations to the Agency regarding benefits for Kid Care CHIP to be issued by a private Wyoming insurance company. The basic benefits recommended by the committee have been expanded due to state and federal actions, including requirements from the Centers for Medicare and Medicaid Services (CMS). These actions include the 2009 Children's Health Insurance Reauthorization Plan (CHIPRA) and the 2010 Affordable Care Act (ACA). Most recent enhancements to benefits and operational changes have resulted from the 2016 Final Rule for Parity for Mental Health and Substance Use Disorder, the 2016 Final Rule for Medicaid and CHIP Managed Care, and updates from CMS-2439-F and CMS-2442-F, which further refine the managed care and payment requirements for CHIP programs.
- 2.1.3 The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 authorized funding for CHIP through September 30, 2017, while the authorization of CHIP itself remained in effect through September 30, 2019. No new federal funding for CHIP was available after September 30, 2017. From October 1, 2017, to January 23, 2018, states relied on carryover funds, redistributed funds, and a partial 2018 fiscal year allotment from Congress to keep programs running. Subsequent regulatory updates, including those from CMS-2439-F and CMS-2442-F, have influenced the structure and operational requirements for CHIP funding and managed care programs.
- 2.1.4 On January 22, 2018, Congress passed a Continuing Resolution (CR) that included the Healthy Kids Act, which funded CHIP for an additional six years. Just over two weeks later, on February 8, 2018, another CR passed, extending CHIP funding for an additional four years as part of the Advancing Chronic Care, Extenders, and Social Services (ACCESS) Act. On February 9, 2018, the Bipartisan Budget Act of 2018 (BBA 2018; P.L. 115-123) provided CHIP appropriations for FY2024 through FY2027. These funding extensions are aligned with the operational guidelines and regulatory standards set forth by CMS, including CMS-2439-F and CMS-2442-F.
- 2.1.5 Enrollment for Kid Care CHIP is dependent on available funding, which is monitored monthly. If funds are insufficient to continue the program,

enrollment may be suspended until funding becomes available. However, this authority to suspend enrollment has never been exercised for Wyoming's Kid Care CHIP program. Any potential impacts from changes in CHIP funding or CMS regulations, including those in CMS-2439-F and CMS-2442-F, will be considered in future program operations.

2.2 PURPOSE AND INTENT:

The purpose of this RFI is to solicit information from vendors who can offer all services in support of the Kid Care CHIP, as described within this RFI, to potentially develop an RFP.

2.2.1 **Overview:** This RFI seeks to gather insights and information from potential vendors to inform the upcoming competitive RFP process for the Wyoming Kid Care CHIP Program. The purpose is to assess vendor capabilities and gather data that will support the design and implementation of the program's services, including verifying eligibility with the State, enrollment, claims processing, member services, and care coordination. The policy for those children found eligible for Kid Care CHIP is expected to meet the Agency's needs and expectations as described within this RFI. Additionally, the potential proposer must be willing and able to comply with all current and upcoming federal regulations related to the managed care approach to program administration.

2.2.2 **Scope:** This RFI evaluates the full range of services that may be included in the potential upcoming competitive RFP for the Kid Care CHIP program. These services include, but are not limited to:

- a) **Verifying Eligibility:** Processes and systems for verifying eligibility with the State, including procedures for receiving and processing eligibility enrollments, closures, and changes to demographic information. The potential vendor must have the capability to build and maintain an interface to support these functions, including data exchanges, at their own expense.
- b) **Enrollment:** Procedures for timely and accurate enrollment of eligible children into the program.
- c) **Provider Enrollment and Claims Processing:**
 - i. **Provider Enrollment:** Procedures for enrolling healthcare providers into the Kid Care CHIP program, including the collection, validation, and ongoing maintenance of provider information. The vendor must ensure that provider enrollment information is accurately captured and updated as necessary and integrated into the system for claims processing.
 - ii. **Claims Processing:** Methods for processing claims submitted by enrolled providers in compliance with Medicaid and CHIP requirements. This includes verifying the enrollment status of providers, ensuring claims are adjudicated in accordance with program rules, and integrating provider data with claims processing systems to ensure timely and accurate payments. **Per CMS regulations, vendors are prohibited from paying less than the Medicaid fee schedule.**
- d) **Member Services:** Support for members, including customer service and health education.

- e) **Managed Care:** Experience with Medicaid Managed Care and the ability to comply with all CMS criteria for Medicaid Managed Care as outlined in the State Guide to CMS Criteria for Medicaid Managed Care Contract Review and Approval, accessible using this [link](#).
- f) **Care Coordination:** Systems for coordinating care and services to enrolled children.
- g) **Other Relevant Services:** Additional services integral to the program's effective operation, such as outreach, quality assurance, and reporting.

2.2.3 Objective: The primary goal of this RFI is to collect comprehensive information to inform the development of the Kid Care CHIP program under a potential RFP. Specifically, the RFI will:

- a) Collect information on **cost structures** from potential proposers, including pricing models, administrative costs, and any other relevant financial details.
- b) Evaluate **various operational models** that demonstrate efficiency, scalability, and alignment with Wyoming's Kid Care CHIP objectives while adhering to federal and state regulations.
- c) Gather **service quality metrics** to assess performance, such as customer satisfaction, health outcomes, and claims accuracy.
- d) Identify potential **savings opportunities** through process improvements, technology adoption, or innovative models of care that could optimize program costs without sacrificing service quality.

2.3 SUBMISSION OF RESPONSES:

Extensions to this date shall not be granted.

- 2.3.1 All responses must be submitted complete and in writing. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the outsourcing process proposed. Any deviations from requirements, or requirements that cannot be satisfied by the vendor, must be clearly identified.
- 2.3.2 Responses should include a statement that indicates that the vendor understands the requirements of the RFI and accepts the terms and conditions under which the RFI was issued to the vendor.
- 2.3.3 Any information of a confidential or proprietary nature contained in a vendor response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the bottom of each page. Reasonable precautions will be taken to safeguard any part of the response identified by a vendor as being confidential or proprietary.
- 2.3.4 Written questions should be submitted via email through agency contact, Jeff Oliver (jeff.oliver2@wyo.gov), by 2:00:00 P.M. Mountain Time on March 21, 2025. Any questions received after that deadline may not be accepted or considered. Telephone calls, emails or faxes may not be accepted. Responses will be sent to all vendors who submitted questions

by March 28, 2025.

2.3.5 All responses must be submitted via email through agency contact, Jeff Oliver (jeff.oliver2@wyo.gov), no later than the 2:00:00 p.m. Mountain Time on April 16, 2025. If your submission has not been timestamped by email by the 2:00:00 p.m. MT deadline, the agency may consider you non-responsive and eliminated from the RFI and potential RFP process.

2.4 RESTRICTION ON COMMUNICATIONS WITH AGENCY STAFF:

2.4.1 From the date the Request for Information (RFI) is issued and the RFI due date and time, vendors shall not communicate with Agency staff, with exception to the submission of the written questions process outlined in 2.3.4.

2.4.2 If a vendor violates this restriction, the agency reserves the right to reject their response.

3. KEY DATES:

Event Description	Date	Time (Mountain Time)
RFI Release Date	March 14, 2025	
Closing Date for Questions	March 21, 2025	2:00 P.M.
Response to Questions Returned	March 28, 2025	2:00 P.M.
RFI Submission Due Date	April 16, 2025	2:00 P.M.

4. SUBMISSION REQUIREMENTS – SEQUENTIAL ORDER:

To facilitate a timely and comprehensive evaluation, all responses must be submitted using the format requested in this RFI. Any deviation from this format may lead to the rejection of the response. Vendors should limit information to **30** pages in length. A limited amount of supplemental materials may be provided, but for this RFI, less is more.

4.1 Vendor response should provide the following information in the requested order:

1) Vendor Qualifications:

- a. **Experience:** Provide a summary of the vendor’s experience in managing CHIP or similar health insurance programs. Highlight any relevant state and federal program experience, especially with programs similar in scope to Wyoming’s Kid Care CHIP.
- b. **Capacity:** Describe the vendor’s capacity to manage the scope of services for Kid Care CHIP, including the number of employees, resources, and

infrastructure available to support the program.

- c. **Compliance:** Demonstrate the vendor's ability to comply with state and federal regulations, including the requirements outlined in CMS-2439-F and CMS-2442-F, which govern Medicaid and CHIP managed care, as well as mental health and substance use disorder parity.

2) Services Offered:

- a. **Detailed CHIP Services:** Provide a description of the specific CHIP services the vendor offers, including but not limited to:
 - i. Claims management
 - 1. Since February of 2024, Kid Care CHIP does not offer cost sharing for pharmacy and there is no plan to restore this service for any group.
 - ii. Member outreach and engagement
 - iii. Provider network management
 - 1. In-network Psychiatric Residential Treatment Facility (PRTF) coverage must be carried by any vendor administering the Kid Care CHIP program.
 - iv. Care coordination and case management
- b. **CHIP Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey:** Describe the vendor's approach to conducting and utilizing the Version 5.1H CAHPS Survey for Kid Care CHIP including supplemental questions for children with childhood chronic conditions. This includes processes for administering the survey, collecting feedback from enrolled members, analyzing results, and implementing improvements based on survey findings.
- c. **Technology and Infrastructure:** Outline the IT systems the vendor would use to support CHIP, including systems for claims processing, data security, and reporting and analytics capabilities, and describe how the vendor will interface with the Wyoming Eligibility System (WES) to automate eligibility verification, enrollment, and updates, thereby eliminating manual processes previously required and ensuring effective program management.
- d. **Quality Assurance:** Detail the vendor's approach to quality assurance, including:
 - i. Customer satisfaction reporting
 - ii. Service Level Agreements (SLAs)
 - iii. Key performance indicators (KPIs) and other performance metrics used to monitor service delivery and outcomes

3) Operational Model and Timeline:

- a. **Implementation Plan:** Provide a detailed timeline for implementing the services for Kid Care CHIP, outlining key milestones and phases.
- b. **Staffing & Resources:** Specify the number of staff and the expertise required to operate the program. Describe how the vendor will manage scaling the program to meet Wyoming's evolving needs, ensuring continued service quality.
- c. **Risk Management & Contingency Plans:** Describe the vendor's approach to identifying and mitigating risks, along with contingency plans to ensure continuity of services in the case of unexpected challenges.

4) Performance and Monitoring:

- a. **KPIs and Benchmarks:** Define the key performance indicators (KPIs) and benchmarks that will be used to evaluate the quality and effectiveness of the services provided under Kid Care CHIP.

- b. **Monitoring and Reporting:** Explain how the vendor will provide ongoing performance monitoring, including regular reporting to the state on program outcomes, service delivery, and areas for improvement.
 - c. **Audit and Oversight:** Detail the vendor's approach to audit processes, including how they will support the state's oversight requirements to ensure compliance and program integrity.
- 5) **References and Case Studies:**
- a. **Case Studies:** Provide examples of similar state contracts the vendor has held, particularly in CHIP or Medicaid programs. Include specific outcomes that highlight the vendor's success in areas such as cost efficiency, service quality, and operational improvements.
 - b. **Client References:** Provide references from other Medicaid or CHIP programs the vendor has worked with, including the nature of the work performed and the outcomes achieved.
- 6) **Innovative Solutions or Value-Add Services:**
- a. Describe any innovative solutions, technologies, or value-added services the vendor can provide that could help reduce costs, enhance service delivery, or improve the overall member experience. Emphasize any unique approaches or methodologies that differentiate the vendor's services from others in the market.

5. GENERAL INFORMATION:

Vendor Name: _____ Phone: _____

Email Address: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Employer Identification Number (EIN): _____

6. OWNERSHIP AND CONTROL:

Vendor's Legal Structure

_____ Sole Proprietorship _____ General Partnership _____ Corporation

_____ Limited Partnership _____ Other _____

The vendor must provide to the Agency a certificate of good standing from the Wyoming Secretary of State or other proof that the vendor is authorized to conduct business in the State of Wyoming before performing work under this Contract. The vendor shall ensure all annual filing and corporate taxes due and owing to the Wyoming Secretary of State's office are up-to-date before signing the contract. Vendors may contact the Wyoming Secretary of State's office, Corporate Division at (307) 777-7311 for assistance.

7. VENDOR VERIFICATION:

I certify under penalty of perjury, that I am a responsible official (as identified above) for the business entity described above as the vendor, that I have personally examined and am familiar with the information submitted in this disclosure and all attachments, and that the information is true, accurate and complete. I may be charged significant penalties for submitting false information, including criminal sanctions, which can lead to fines and/or imprisonment.

Signature

Date