



STATE OF TENNESSEE
Department of Finance and Administration, Division of TennCare
REQUEST FOR APPLICATION # 31865-00913
AMENDMENT 3 FOR ADVOCACY AND OUTREACH SERVICES
DURING THE COVID-19 UNWINDING PERIOD

DATE: February 21, 2023

RFA # 31865-00913 IS AMENDED AS FOLLOWS:

- 1. This RFA Schedule of Events updates and confirms scheduled RFA dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (Central Time)	DATE (all dates are state business days)
1. RFA Issued		January 20, 2023
2. Written "Questions & Comments" Deadline	2:00 p.m.	January 27, 2023
3. State Response to Written "Questions & Comments"		January 31, 2023
4. Written "Questions & Comments" Deadline (Round 2)	2:00 p.m.	February 16, 2023
5. State Response to Written "Questions & Comments"		February 21, 2023
6. Deadline for Applications	2:00 p.m.	March 6, 2023
7. Evaluation Notice Released		March 13, 2023
8. Effective Start Date of Contract		April 1, 2023

- 2. State responses to questions and comments in the table below amend and clarify this RFA.**

Any restatement of RFA text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFA document.

No.	REFERENCE	QUESTION / COMMENT	STATE RESPONSE
1.	General	Will TennCare provide the grantee with a monthly list of customers who need to renew, with name, phone number and email address?	Yes, we can work through the specific timing of such list upon award.
2.	General	Will TennCare give access to Tennessee Anytime to the grantee?	Access to the Tennessee Access partner portal would be more appropriate for the work expected of the grantee.
3.	General	Will TennCare provide facilitate communication between MCOs and the grantee to identify customers who need to renew?	If appropriate, but TennCare will have the data for members who do not return information and could provide that directly to the grantee.
4.	General	There continue to be many unknowns regarding overall call volume, outgoing	It is difficult to predict the number of TennCare members who will be interested in receiving

No.	REFERENCE	QUESTION / COMMENT	STATE RESPONSE
		<p>call requests, the impact of outgoing calls on metrics related to incoming calls, expected metrics related to outgoing calls, and others. While we can write a proposal acknowledging these unknowns, we know that the contract will need significant edits to metrics, outcomes, and deliverables. Our concern is that the level of renegotiation needed is significant enough to be deemed nonresponsive. Given that, can TennCare identify or expand upon any of these unknowns in order to aid our response?</p>	<p>extra assistance throughout the unwinding period. TennCare is committed to working with the grantee to identify a process that is measurable but also provides TennCare members with the resources they need to speaker to an advocate.</p>

3. **RFA Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFA not expressly amended herein shall remain in full force and effect.