



01/20/2023 RFA

**TENNCARE**  
**REQUEST FOR APPLICATION**  
**FOR**  
**ADVOCACY AND OUTREACH SERVICES DURING THE COVID-19**  
**UNWINDING PERIOD**

**RFA # 31865-00913**

**Please contact the Director of Contracts Donovan Morgan at (615) 741-0041 or [donovan.morgan2@tn.gov](mailto:donovan.morgan2@tn.gov) with any questions on this process.**

## **REQUEST FOR APPLICATION**

### **STATE OF TENNESSEE**

### **DIVISION OF TENNCARE**

#### **I. BACKGROUND AND GOALS:**

After a three year pause on federally required annual renewals for TennCare Members due to the COVID-19 Public Health Emergency, recently passed legislation has ended the Medicaid continuous enrollment requirement on April 1, 2023. At that time, TennCare will be required to reverify the eligibility status of everyone receiving TennCare or CoverKids benefits. The purpose of this grant is to provide additional assistance and outreach to individuals subject to the renewal process.

Per federal requirements, the ending of the continuous enrollment requirement will represent the first time in three years that Medicaid and CHIP members will go through the renewal process, and it will be one of the most substantial health coverage processes around the country. For Tennessee, the legislation means that more than 1.7 million Tennesseans will be impacted by this process. It is imperative that TennCare and CoverKids members update their contact information with TennCare and respond to all TennCare communication.

Over a twelve-month period, TennCare will review every member's eligibility and, where approved by state or federal rules, use available data sources, such as Internal Revenue Service (IRS) income data and Supplementation Nutrition Assistance Program (SNAP) information, to automatically renew members. If TennCare cannot auto-renew a person's coverage using available and approved data sources, the member will receive a pre-populated renewal packet by mail or a notification by email, depending on the selected preference. TennCare and its partner health plans will also use texts, email, and social media when available to enhance outreach efforts. A member will be able to complete the renewal packet through a variety of ways: Online, by phone, by mail, by fax, or at any county Department of Human Services (DHS) office.

For members no longer eligible for TennCare or CoverKids benefits, TennCare will send their information to the federal Health Care Marketplace, as required by CMS, where alternative health insurance options are available.

For the last two years, TennCare has carefully planned for the end of the PHE and the resumption of renewals. The agency worked to improve TennCare Connect, the online portal where members can update their information and

renew their coverage, as well as improved the mobile application for easier document submission. TennCare has also worked to increase the number of members who can be approved through the auto-renewal process. TennCare initiated several campaigns to encourage members to update their contact information and worked closely with health plans, advocates, and providers to ensure that members completed this important step. TennCare has created a public toolkit for stakeholders to continue to maximize awareness of the renewal process. The toolkit and other resources can be found here:

<https://www.tn.gov/tennCare/information-statistics/unwinding-the-phe-for-partners/phase-ii--educate.html>.

TennCare has been and is committed to making the renewal process as easy and user-friendly as possible so that those eligible can continue to receive TennCare benefits, but it is a critical requirement for Tennesseans who receive these benefits to participate in the process by updating their contact information and responding to all TennCare communication. The purpose of this grant is for the grantee organization to outreach in heavily TennCare-populated areas and to provide assistance for those members who request it.

## II. FUNDING PARAMETERS

TennCare is seeking applications from organizations who employ statewide advocates who are knowledgeable about the TennCare eligibility renewal process. The total funding amount below will cover outreach events plus assistance provided during the renewal process or through application assistance for former TennCare members who lose coverage through the renewal process. All funding amounts shown below represent the amount for two years. The amount will be utilized as the maximum liability for the contract.

Funding Year	Total Funding Amount
Year 1	\$500,000
Year 2	\$500,000

## III. GRANTEE ELIGIBILITY AND REQUIREMENTS

### Eligibility:

Any experienced advocacy association with a statewide presence whose experience includes assisting individuals with TennCare eligibility process. Successful grantees must be able to fulfill all contract requirements.

**Grantee Requirements:**

Please closely review the grant contract for specific details around grant requirements and funding structure for completion of required deliverables.

**IV. APPLICATIONS:**

To respond to this Request for Application, please complete the **Application and Competitive Requirements**. The **Application** contains detailed questions about your organization’s background and the specifics of your proposed project.

If applicable, see also IRS Form W9 and State of Tennessee, Department of Finance and Administration ACH (Automated Clearing House) Credits and Instructions for completion at the following:

[https://hub.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP\\_GUEST](https://hub.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP_GUEST)

**V. Schedule of Events**

The following is the anticipated schedule for awarding the Advocacy and Outreach grants. The State reserves the right to adjust the schedule as it deems necessary.

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. Deadline for Applications	2:00 p.m.	February 15, 2023
5. Evaluation Notice Released		February 22, 2023
6. Effective Start Date of Contract		April 1, 2023

### **Questions and Answers:**

All questions concerning this RFA must be presented to the Competitive Procurement Coordinator shown in Section VI., in writing, on or before the Deadline for Written Questions and Comments as detailed above in the Schedule of Events. Questions may be emailed to the Competitive Procurement Coordinator. The State's responses will be emailed and posted as an Amendment to the following website:

<https://www.tn.gov/tenncare/information-statistics/upcoming-procurements.html>.

**Deadlines stated above are critical.** If documents are submitted after the scheduled time specified in Section V, Schedule of Events, they will be deemed to be late and cannot be accepted.

Each applicant shall assume the risk of the method of dispatching any communication or application to the State. The State assumes no responsibility for delays or delivery failures resulting from the method of dispatch.

## VI. Submission of APPLICATIONS:

Please email the completed application with all attachments to the Competitive Procurement Coordinator no later than the deadline specified in Section V, Schedule of Events in the form and detail specified in this RFA. If requested the State can provide a cloud link to upload files for submission. This request must be received 24-hours prior to the submission deadline specified in Section V, Schedule of Events.

The Competitive Procurement Coordinator at the address shown is the sole point of contact for this competitive process. **The APPLICATION and all attachments must use 12-point font.**

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### Checklist for Submission of Applications:

- Application (**Attachment 1**)
- Budget Narrative (**Attachment 2**) *Do not fill out the grant budget page within the Sample Grant Contract document. This will be filled out by the State after grant award.*
- Statement of Assurance (**Attachment 3**)

If Applicable:

- State of Tennessee, Department of Finance and Administration ACH (Automated Clearing House) Credits and Instructions (**Mailed per instructions on form.**)
- Form W-9, Request for Taxpayer Identification Number (TIN) and Certification (**Mailed with ACH form.**)

## VII. Application Evaluation:

An evaluation committee made up of at least three (3) representatives of TennCare will be established to judge the merit of eligible applications.

The committee shall review applications on the basis of the information requested in the RFA. Applications will be evaluated based on the following criteria:

- Level of projected impact
- Number of TennCare members served
- Organizational capacity and commitment of staff involved to implementing best practices
- Relevant experience and knowledge of the TennCare eligibility processes

The committee will evaluate and recommend for selection to the Director of TennCare, the applications which are most aligned with the State's goals and most responsive to the State's needs.

Any application that is incomplete or contains significant inconsistencies or inaccuracies shall be rejected. The State reserves the right to waive minor variances or reject any or all applications. The State reserves the right to request clarifications from all applicants.

### **VIII. Sample Grant Contract:**

Following the State's evaluation, grant contracts will be prepared as shown in the **Sample Grant Contract**.

It is imperative that each applicant review the entire Sample Contract with their legal counsel prior to submitting an application for the Outreach and Advocacy grant award and notify the State *in advance* if it cannot accept any terms or conditions. Please submit any exceptions to contract language with the Application. **Taking any exceptions to State contract language may result in the Application being deemed non-responsive and rejected. Any later requests for contract changes will not be considered.**