

**New York State Department of Health
Office of Health Insurance Programs**

RFA #20278: Consumer Assistance for the Aged, Blind and Disabled, and Medicare Outreach as a Condition of Medicaid Eligibility

Questions and Answers

Question	Section	Question	Answer
1.	General	Letters of Support are not required (except for named subcontractors), but would they be considered if an agency submitted them?	As stated in the RFA Section III, E.2.c, a letter of commitment (Attachment 10) should be included from each subcontractor with the application. This should be uploaded as one PDF in the pre-uploads section on Grants Gateway.
2.	I. Introduction	Do people living with HIV qualify as “disabled” under this funding opportunity?	Federal law requires a strict definition of disability. For the purposes of this RFA and consistent with federal law, disabled individuals are defined in Attachment 9 of the RFA as an individual who is unable to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months. Please refer to https://www.ssa.gov/disability/professionals/documents/64-037.pdf for additional information.
3.	II. Who May Apply	My agency is a public/for-profit entity. We are not a 501(c)(3) not-for-profit entity nor are we a government entity. Can we apply for this grant?	As listed in Section II.A. Eligible RFA Applicants, the applicant must meet the following criteria to be eligible to apply: 1. RFA Applicant must be a public or private not-for-profit 501(c)(3) CBO or Government organization ; 2. RFA Applicant must be eligible to do business with New York State; and 3. RFA Applicant must be prequalified in the New York State Grants Gateway, if not exempt, on the date and time Applications in response to this Request for Applications (RFA) are due as specified in the “Key Dates” set forth on the Cover Page of this RFA.

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4.	II. Who May Apply	The RFA states that the applicant must be a 501c3. We are a 501c6. We are a non-profit trade association. We don't get charitable donations. It is how we are registered in the grants gateway and how we have applied for all grants. Does this mean we are not eligible to apply for this current grant as a 501c6?	As listed in Section II.A. Eligible RFA Applicants, the applicant must meet the following criteria to be eligible to apply: 1. RFA Applicant must be a public or private not-for-profit 501(c)(3) CBO or Government organization ; 2. RFA Applicant must be eligible to do business with New York State; and 3. RFA Applicant must be prequalified in the New York State Grants Gateway, if not exempt, on the date and time Applications in response to this Request for Applications (RFA) are due as specified in the "Key Dates" set forth on the Cover Page of this RFA.
5.	II. Who May Apply	Are there any agencies who have reached out for subcontracting opportunities under this RFA?	Yes, please find contact information below: Sally J. Coletti, President Advocates for Autism, Inc. advocatesforautism@yahoo.com www.advocatesforautism.com
6.	II. Who May Apply	For this RFA, can the regions be separated? For instance, instead of applying for the entirety of the listed New York City region, can we apply for Manhattan only?	No, Applicants need to apply for an entire region. As stated in Section II.C. of the RFA, the RFA Applicant should target consumer assistance/facilitated enrollment services to one or more specific region(s) of the state as outlined in Table 1. An RFA Applicant may apply for more than one region in their application. Approximately \$8 million per year will be awarded to eligible entities on a regional basis as stated in Section V.C of the RFA.

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7.	II. Who May Apply	Are you able to provide a list of the current grantees of this program, including those specifically in the New York City region?	<table border="1"> <thead> <tr> <th data-bbox="1113 365 1335 459">Lead Agency</th> <th data-bbox="1335 365 1656 459">Subcontractor Agency</th> <th data-bbox="1656 365 2032 459">Counties Served</th> </tr> </thead> <tbody> <tr> <td data-bbox="1113 459 1335 553"></td> <td data-bbox="1335 459 1656 553">ACR Health</td> <td data-bbox="1656 459 2032 553">Cayuga - Herkimer - Madison - Oneida - Oswego - Onondaga</td> </tr> <tr> <td data-bbox="1113 553 1335 647"></td> <td data-bbox="1335 553 1656 647">Coordinated Care Services Inc.</td> <td data-bbox="1656 553 2032 647">Monroe - Livingston</td> </tr> <tr> <td data-bbox="1113 647 1335 742"></td> <td data-bbox="1335 647 1656 742">Healthy Capital District Initiative</td> <td data-bbox="1656 647 2032 742">Albany - Saratoga - Schenectady - Schoharie</td> </tr> <tr> <td data-bbox="1113 742 1335 836"></td> <td data-bbox="1335 742 1656 836">Independent Living Center of the Hudson Valley</td> <td data-bbox="1656 742 2032 836">Columbia - Greene - Rensselaer</td> </tr> <tr> <td data-bbox="1113 836 1335 930"></td> <td data-bbox="1335 836 1656 930">Finger Lakes Community Health</td> <td data-bbox="1656 836 2032 930">Chemung - Ontario - Schuyler - Seneca - Steuben - Wayne - Yates</td> </tr> <tr> <td data-bbox="1113 930 1335 1024"></td> <td data-bbox="1335 930 1656 1024">Southern Adirondack Independent Living Center (SAIL)</td> <td data-bbox="1656 930 2032 1024">Fulton - Hamilton - Montgomery - Warren - Washington</td> </tr> <tr> <td data-bbox="1113 1024 1335 1118"></td> <td data-bbox="1335 1024 1656 1118">Southern Tier Independence Center</td> <td data-bbox="1656 1024 2032 1118">Broome - Chenango - Cortland - Delaware - Otsego - Tioga - Tompkins</td> </tr> <tr> <td data-bbox="1113 1118 1335 1213"></td> <td data-bbox="1335 1118 1656 1213">Westchester Disabled on the Move</td> <td data-bbox="1656 1118 2032 1213">Orange - Putnam - Rockland - Westchester</td> </tr> <tr> <td data-bbox="1113 1213 1335 1349"></td> <td data-bbox="1335 1213 1656 1349">Community Service Society of NY (as provider of FE Services)</td> <td data-bbox="1656 1213 2032 1349">Dutchess - Sullivan - Ulster</td> </tr> </tbody> </table>	Lead Agency	Subcontractor Agency	Counties Served		ACR Health	Cayuga - Herkimer - Madison - Oneida - Oswego - Onondaga		Coordinated Care Services Inc.	Monroe - Livingston		Healthy Capital District Initiative	Albany - Saratoga - Schenectady - Schoharie		Independent Living Center of the Hudson Valley	Columbia - Greene - Rensselaer		Finger Lakes Community Health	Chemung - Ontario - Schuyler - Seneca - Steuben - Wayne - Yates		Southern Adirondack Independent Living Center (SAIL)	Fulton - Hamilton - Montgomery - Warren - Washington		Southern Tier Independence Center	Broome - Chenango - Cortland - Delaware - Otsego - Tioga - Tompkins		Westchester Disabled on the Move	Orange - Putnam - Rockland - Westchester		Community Service Society of NY (as provider of FE Services)	Dutchess - Sullivan - Ulster
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			NASSAU-SUFFOLK HOSPITAL COUNCIL	Nassau-Suffolk Hospital Council	Nassau – Suffolk
			WESTERN NY INDEPENDENT LIVING INC.	Directions for Independent Living, Inc.	Allegany - Cattaraugus
				Massena Independent Living Center	Franklin - Jefferson - Lewis - St. Lawrence
				North Country Center for Independence	Clinton - Essex
				Southwestern Independent Living Center	Chautauqua
				Western NY Independent Living (as provider of FE services)	Erie, Genesee, Niagara, Orleans and Wyoming
			PUBLIC HEALTH SOLUTIONS	NYC Human Resources Administration	Bronx - Kings - New York - Queens - Richmond
				Public Health Solutions (as provider FE services)	
				Single Stop USA	

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8.	II. Who May Apply	Do you have a list of agencies eligible to apply in the New York City region?	No, there is not a list of agencies eligible to apply. As listed in Section II.A. Eligible RFA Applicants, the applicant must meet the following criteria in order to be eligible to apply: 1. RFA Applicant must be a public or private not-for-profit 501(c)(3) CBO or Government organization ; 2. RFA Applicant must be eligible to do business with New York State; and 3. RFA Applicant must be prequalified in the New York State Grants Gateway, if not exempt, on the date and time Applications in response to this Request for Applications (RFA) are due as specified in the “Key Dates” set forth on the Cover Page of this RFA.
9.	II. Who May Apply	If an organization applies as the Lead Agency, is it expected that they will apply to serve at least one entire region? Could a Lead Agency apply to only serve a certain population within a region and seek less than the maximum amount of funding for that region?	Applicants need to apply for an entire region. As stated in Section II.C. of the RFA, the RFA Applicant should target consumer assistance/facilitated enrollment services to one or more specific region(s) of the state as outlined in Table 1. An RFA Applicant may apply for more than one region in their application. Approximately \$8 million per year will be awarded to eligible entities on a regional basis as stated in Section V.C of the RFA.
10.	III. Project Narrative/Work Plan Outcomes	On page 20, Section E, the RFA notes: “As a guideline, RFA applicants should allocate between 60% and 75% of total budget on personal services, and approximately 80% of that funding on facilitated enrollment consumer assistance staff specifically.” <ul style="list-style-type: none"> • Should this ratio calculation include subcontractor funding broken down based on PS, FE, and OTPS services? 	If an RFA applicant proposes to include subcontractor(s), it should include a total proposed budget amount for each subcontractor as part of the RFA applicant’s budget. For each proposed subcontractor, a separate detailed proposed budget should be submitted, utilizing Attachment 7 and Attachment 8 guidance provided in the RFA to develop each budget. Per Attachment 8, while administrative costs should be adequate to support the Consumer Assistance for the Aged, Blind, and Disabled (ABD) and Medicare Outreach Program, they cannot be excessive in proportion to the amount of funding dedicated to direct facilitated enrollment and outreach activity and, may not exceed 5% of the total budget.

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		<ul style="list-style-type: none"> Are Quality Assurance staff (or at least some portion of their FTE) considered “facilitated enrollment consumer assistance staff”? They are essential to the application process and spend time working on applications, even though they don’t work directly with clients. 	<p>As stated in Section III.E. of the RFA, 80% of personal services should be on facilitated enrollment consumer assistance staff specifically.</p> <p>The justification for each personnel line must also clearly indicate the proposed time and effort that will be allocated directly to consumer assistance work as well as the proposed time and effort that will be allocated to administrative responsibilities of the program, as applicable.</p>
11.	III. Project Narrative/ Work Plan Outcomes	<p>One page 20, Section E, it states: “If applicable, the primary role of the subcontractor agency, and regional or satellite offices is to employ consumer assistance staff who will work with the aged, blind and disabled populations (as outlined in section III. A. of this RFA) <u>to complete the application process</u>”</p> <ul style="list-style-type: none"> Can subcontractors also be utilized for roles other than submitting applications, such as technical assistance? As it states on page 7 “an RFA Applicant may subcontract components of the Work Plan to be performed by the RFA Applicant pursuant to the terms of its Application” 	<p>As stated in Section III. of the RFA, an RFA Applicant may subcontract components of the Work Plan to be performed by the RFA Applicant pursuant to the terms of its application. If known, the RFA Applicant is expected to state in their application the specific components to be performed through subcontracts as well as the names of the subcontractors.</p>

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12.	IV. Administrative Requirements	For MWBE utilization plan, would funds allocated to subcontractors be excluded from the total eligible expenses calculation to calculate MWBE requirements?	No, the funds allocated to subcontractors are not excluded. Per Section IV.I of the RFA, 1) For Not-for-Profit Applicants: Eligible Expenditures include any subcontracted labor or services, equipment, materials, or any combined purchase of the foregoing under a contract awarded from this solicitation.
13.	V. Completing the Application	<p>5. PROGRAM ENROLLMENT STRATEGY AND EXPERIENCE WITH ENROLLMENT ENTITIES (LDSSs) (Maximum Score: 24 points)</p> <p>b. Identify the proposed locations where consumer assistance will occur, and how these locations will enhance accessibility to consumer assistance services in each region of the proposed service area. This should include the expected hours of operation and identify if languages other than English will be spoken by program staff or if language-line services will be available. In addition, a completed Location and Site Schedule (see Attachment 5) must be uploaded with the Application. Attachment 5 is located under Pre-Submission Uploads in the Grants Gateway and should be re-uploaded under Pre-Submission Uploads. <i>Please note, it is anticipated that phone assistance will be permitted in addition to in-person assistance.</i></p> <p>Question: Can we propose to offer in-person assistance in only one borough (Staten Island)?</p>	<p>No, as stated in Section 2.C. of the RFA, awards will be made to RFA applicants who submit an application to serve one or more region(s) or to an organization that chooses to serve as a lead agency with one or more subcontractor organizations that provide Consumer Assistance services for the Aged, Blind and Disabled and Medicare Outreach as a Condition of Medicaid Eligibility.</p> <p>As stated in Section V.A.3. of the RFA, Service Area and Statement of Need, for New York City applicants, the response should include how services will be provided in each borough of the entire service area (region).</p>

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14.	V. Completing the Application	On page 38, Question 3: Service Area and Statement of Need - Section B, it states, "For all Service Areas except New York City, all of the counties in the proposed region should be included. For New York City applicants, the response should include how services will be provided in each borough of the entire service area." Does this mean that New York City applicants need to serve all five boroughs but do NOT need to propose to serve all counties listed in the region?	<p>As stated in Section II.C. of the RFA, awards will be made to RFA applicants who submit an application to serve one or more region(s) or to an organization that chooses to serve as a lead agency with one or more subcontractor organizations that provide Consumer Assistance services for the Aged, Blind and Disabled and Medicare Outreach as a Condition of Medicaid Eligibility.</p> <p>As stated in Section V.A.3.b, the response should include a description of the geographic area to be served, the size and demographics of the target population and the number of potential enrollees that the applicant expects to successfully enroll. The applicant must provide a description of the community and populations that will be targeted, including the cultural and language characteristics of the area. For New York City applicants, the response should include how services will be provided in each borough of the entire service area.</p>
15.	V. Completing the Application	Are subcontractor budgets required to be expenditure-based and follow the same guidelines as lead agency budgets? Can they be based on deliverables?	<p>Subcontractor budgets are required to be expenditure-based and follow the same guidelines as the lead agency budget. Section V.A.9 Budget and Justification, outlines the requirements that both grantee and subcontractor budgets should follow.</p> <p>Per Section V.A.4.fi, any RFA Applicant using a subcontractor(s) should demonstrate that subcontractors will be reimbursed for their services on a timely basis, within 30 days after the end of the month that such services were provided, if all required documentation and deliverables have been met by the subcontractor(s).</p>

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16.	V. Completing the Application	We plan to issue an RFP for subcontractors to serve certain populations or areas within a given region, so those subcontractors are not yet known as we wish to ensure a competitive process for selection: can we indicate the names of subcontractors as TBD on the proposal?	<p>Per Section III. of the RFA, an RFA Applicant may subcontract components of the Work Plan to be performed by the RFA Applicant pursuant to the terms of its Application. If known, the RFA Applicant is expected to state in their Application the specific components to be performed through subcontracts as well as the names of the subcontractors. Grantees will need to name subcontractors prior to reimbursement. RFA Applicants should note that the lead organization (that is, the successful Applicant, as Grantee) will have overall responsibility for all Contract activities, including those performed by subcontractors and will be the primary contact for the NYSDOH. All applicable subcontractors and subcontracts will be required to be approved by the New York State Department of Health.</p> <p>As stated in Section III.E.2.c, RFA Applicants should describe in detail each subcontractor agency which will participate in its Consumer Assistance Program network and how it will provide assistance in each region of the entire proposed service area. This includes the subcontractor’s past accomplishments and experience working with the target population in each applicable region of the entire proposed service area. A letter of commitment (Attachment 10) should be included from each subcontractor with the application. This should be uploaded as one PDF in the pre-uploads section on Grants Gateway.</p>
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