

**Health insurance Department**  
**Enhanced Care Program Pilot**

**Questions re the Enhanced Care Program Pilot (ERPP RFP)**  
**August 28, 2015**

1. **Page 7: “ Proposals shall not exceed 25 pages in length, excluding supporting material”**

**Question:** Please confirm if the following content is included in the 25 pages:

- Letter of submission
- Definition of services to be delivered (p. 7 ii)
- Project Plan, Methodology (p. 7 iii)
- Appendices I - VI
- Copy of certificate of incorporation
- Financial proposal
- Required government resources

**Supporting materials only to include project references and resumes of key personnel**

2. **Page 13: “The total anticipated program volume is 1,000 participants enrolled in each annum.”**

**Questions:** If the program is to grow by 1,000 patients per annum, is the maximum number of patients to be enrolled over the 18 month program, 1500? If the program is expected not to exceed 1,000 for the 18 months and patients already enrolled still require the services of the program, are the providers expected to restrict the number to 1000 and not admit until the number decreases below 1000?

**The total number of patients in this pilot program is not expected to exceed 1500 in first 18 months, due to enrollment capacity and current funding. There is an expectation that as patients increase their own self care and management that they will be transitioned back to usual primary care delivery for their healthcare maintenance. Some patients may need enhanced care services for less than 18 month and some longer than that time frame. It is also expected that there will be several Enhanced Care provider sites .**

3. **Page 13: “All laboratory/diagnostic testing will be required through the BHB outpatient laboratory”**

**Question:** Will the bidder be expected to cover cost for all laboratory/diagnostic testing required by the patients enrolled in the ECPP?

**No. These will be covered under the Standard Health Benefit.**

4. **Page 17:** “Medications: The Enhanced Care Program Pilot will provide selected medications to program participants for management program defined NCDs and associated co-morbidities”

**Question:** If the patient requires a medication that is not included in the formulary list, is the bidder expected to cover the costs of the medication not in the formulary list?

**No, however the bidder is expected to provide support/guidance if other resources are needed.**

5. **page 15:** It is anticipated that many of the eligible patients will already be under the care of a physician. How will the patients be enrolled in the ECPP?

**Questions:** Would HID be responsible for identifying the patients eligible for the program based on the criteria listed on page 15 and inform the patient they are to be enrolled in the ECPP? Or, is it expected that the successful bidder partner with the physicians (General Practitioners) who are presently caring for the eligible patients to transfer the eligible patients to the ECPP? Will the patients be given the choice to join the program or not?

**HID will be responsible for identifying the patients to participate in the pilot according to criteria on page 15.**

**HID will inform patients, strongly encourage, and monitor their participation . Financial Assistance recipients will be required to participate. Partnering with GP’s is supported but not required.**

6. BHB intends to bid on the Enhanced Care Program Pilot. We would like to request a four week extension.

**The date for vendors to respond has been extended to 2<sup>nd</sup> October 2015**