



2014 Outreach and Enrollment Grant RFP Final Responses to Applicant Questions

May 23, 2014

Red asterisks (*) are placed next to the new questions and responses added since May 16, 2014. This document reflects all MNSure responses to applicant questions sent in via email to the navigatorgrants@mnsure.org email box and questions asked during the applicant webinar on May 12, 2014.

IMPORTANT UPDATE: There are no longer any restrictions on when funds must be spent, other than that they must be spent during the grant period between September 1, 2014 and June 30, 2015. Updated budget forms to reflect this change are now available on the MNSure website.

Award Information

Q: How does the current RFP compare to last year, as far as the number and dollar amount of grants to be awarded?

A: Last year, MNSure awarded approximately \$4.7 million to 41 lead agencies. The grant awards ranged from \$2,407 to \$424,150. This year, MNSure anticipates funding fewer proposals, but in larger amounts with more formal and informal partners tied to each proposal.

Q: Is there a maximum grant award amount?

A: No, but MNSure anticipates funding 12 proposals in Funding Area 1, 12 proposals in Funding Area 2 and 2 proposals in Funding Area 3.

Q: Since you mentioned a minimum of \$ 100,000, do you recommend that an organization submit an application for approximately that amount?

A: MNSure anticipates that most grants will be around \$100,000 for Funding Area 1 and 2, but there is flexibility to fund larger grants.

Q: Is \$100,000 the minimum a proposal could be requested for?

A: Yes. If \$100,000 seems high for a proposal from your organization, please consider partnering with other organizations to broaden the geographic area served and/or the populations served.

Eligibility

Q: Does your organization have to be a navigator organization to apply for a grant?

A: No. Each grant proposal needs to demonstrate it can achieve all the goals of the grant program (RFP page 5). It is anticipated that the best proposals will include multiple entities that may have specialized areas of expertise.

Q: Does my organization need to have a Navigator contract and certified navigators to apply as the lead agency?

A: No.

Q: What happens if your organization does not have a Data Universal Number System (DUNS) Number?

A: MNsure is required to collect DUNS numbers from lead agencies because of the federal funding used for the Outreach and Enrollment Grant Program. If an organization does not have a DUNS number, they should call 1-866-705-5711 to obtain one. The link for [information on DUNS numbers](#) is available on page 5 of the RFP or by clicking the following link: http://www.whitehouse.gov/sites/default/files/omb/grants/duns_num_guide.pdf.

Q: Can organizations that receive federal funds for outreach and enrollment purposes also apply for this grant?

A: Yes, but your proposal will need to make clear that Outreach and Enrollment Grant funds are not being used to cover activities for which your organization is already receiving other funds. If the organization receives non-MNsure funding for health care coverage outreach and enrollment assistance, the proposal and contracts must demonstrate a clear delineation of duties and funding.

Funding Areas

Q: Would consideration be given to a proposal to reach the uninsured in the jail population? Would consideration be made for IT solutions for system integration or software applications to connect people in jail to MNsure navigators or application assistors?

A: Yes, this is one of the many uninsured populations appropriate to consider reaching through grant proposals. Proposals for IT solutions to connect people in jail to navigators or other assistors would need to demonstrate that MNsure grant funds are not duplicating or replacing other sources of federal or state funding. In addition, all proposals must show a strong connection to community partners. MNsure has also been working with the Departments of Corrections and Human Services to address the unique challenges faced by these individuals.

***Q: We are interested in submitting a proposal under Funding Area 2 for a specific population. We would like to submit a proposal with other agencies who serve this same population in different cities and planning regions across MN. Can we do this? Would the distance between partner organizations be considered a problem?**

A: Yes, this is an appropriate proposal. The distance would not be a problem if your network can demonstrate it is well coordinated and has strong communication channels. Please also make sure to include letters of support from your network partners.

Outreach and Enrollment Focus

Q: Where is the link to get the uninsured data?

A: The link to uninsured data is available on the 2014 Outreach and Enrollment Grant Program webpage. It is called SHADAC Summary and is available under Resources. MNsure worked with SHADAC to provide this summary so that all applicants could use the same source of data when submitting proposals.

Q: This grant seems to focus on outreach to individuals. Is there a component for outreach to businesses?

A: Outreach to businesses could be part of a proposal under Funding Area 3 or it could be creatively addressed through other funding areas.

Q: We have coverage via our collaborative in all counties. Is the expectation to expand this existing collaborative or is it acceptable to utilize the strength of the partnership to meet the RFP requirements?

A: MNsure is funding proposals that will meet all the goals of the grant (RFP page 7). If an existing collaborative can demonstrate its ability to meet the goals, then it would be acceptable to utilize the strength of the partnership to meet RFP requirements.

Q: Will MNsure fund "outreach only" proposals?

A: No. MNsure is looking for proposals that can achieve all of the goals of the grants. If an organization excels at outreach, MNsure would like this organization to partner with other organizations that excel at education and enrollment to submit a proposal that will be able to demonstrate meeting all the goals of the grant program.

***Q: The Face Page asks what geographic areas our proposal will reach. Does this only include geographic areas where we have plans to demonstrate all three goals of the grant program?**

A: Yes.

Workplan

Q: How many enrollments does MNsure expect for a \$120,000 grant?

A: MNsure is not assigning a dollar amount to the number of enrollments expected because grant applicants will be seeking to serve populations facing some of the greatest barriers to obtaining coverage. However, MNsure would like proposals for serving specific populations to be tied to the data available on the number of uninsured.

Q: What requirements are there for public relations in grant proposals?

A: There is not a requirement for public relations in grant proposals. However, if an applicant intends to incorporate paid or earned media strategies into their work, they must include a communications plan (RFP page 12). MNsure also has communications/public relations staff that can provide some assistance to grantees.

Q: What does “active participation in enrollment events” mean?

A: Navigators and other community partners are MNsure’s direct reach into the community. In order for us to operate successfully, we need to be able to partner with navigators on outreach and enrollment activities. Our March to Enroll campaign really highlighted how essential that is, as well as how successful that can be. That is why the grant asks you to build into your workplan the expectation that there are times MNsure will ask grantees to participate in activities with us. We will be working more collaboratively with grant partners on developing these kinds of campaigns. We ask applicants to anticipate that approximately 20% of your outreach work will be done collaboratively with MNsure as part of enrollment campaigns. (RFP page 12)

Q: The applicant must demonstrate a correlation between outreach activities and successful enrollment of consumers into health care coverage. How is MNsure defining “successful enrollment?”

A: The requirement to demonstrate a correlation between outreach and enrollment activities is meant to emphasize that a grant proposal must include outreach, education and enrollment activities. Successful enrollment just means enrollment into health coverage. MNsure realizes this process can take longer for certain populations.

Budget

***Q: Do you prefer a single pricing proposal or one with multiple pricing options?**

A: One single pricing proposal is required. The proposed budget must be provided on the summary and detailed budget forms provided.

Q: What does "actual time spent assisting an individual with completing an application" include? Can you please more clearly define “costs connected to enrollment?” Would you provide some examples?

A: Actual time spent assisting an individual with completing an application includes only the time a navigator or Certified Application Counselor is helping the consumer with the application through MNsure. It does not include other outreach and enrollment support activities. Enrollment support activities could include screening, setting up appointments, helping an individual prepare to complete an application, supporting them through technical problems, providing follow-up support, checking on case status, supervising other navigators.

***Q: We would like to hire someone to provide outreach and enrollment support services (as a Navigator) for our organization. This would be a contract position with a clear beginning and end date. Is this an allowable expense?**

A: Yes, the time this individual spends conducting outreach and enrollment support activities is an allowable expense. The time the individual spends assisting an individual with completing the application is not an allowable expense. Current federal funding requirements prohibit the use of

these grant funds to pay for navigator staff time for which the organization will receive per enrollee payments from MNsure.

Q: If equipment is purchased with grant funds, does it need to be returned at the end of grant?

A: No.

Q: Can grant funds be used to pay for a Certified Application Counselor's (CACs) actual time assisting an individual with the application since CACs do not receive per enrollment payments from MNsure?

A: No. MNsure assumes that CAC's time for assisting with the actual application is covered under other funding streams.

Q: How will grantees track that no costs are spent on actual assistance with the application?

A: MNsure expects your grant proposal budget to demonstrate how the applicant will meet this requirement. For example, if an organization estimates that it takes 5 hours to help a client – 1 hour to complete the actual application and 4 hours of enrollment support – then the grant could cover the 80% of that employee's time spent on enrollment support, with the remaining 20% of the salary coming from per-enrollee payments. If that employee also conducted other outreach activities, then those percentages could change to cover the time spent doing outreach. You could have a navigator supervisor who may never actually submit a request for per-enrollee payment whose time could be 100% covered by grant funds.

Q: Can we "bill" for time we spend helping undocumented people get signed up for insurance outside of MNsure?

A: The Affordable Care Act attempts to create a no wrong door for access to health coverage. You will not receive per enrollment payments for assisting undocumented people obtain insurance outside of MNsure, but we understand in the course of your grant activities you may assist undocumented individuals or refer them for other assistance. MNsure is not looking to fund proposals that are solely focused on outreach and enrollment among undocumented individuals.

***Q: (Updated response) How should applicants structure grant workplans and budgets to spend 75% of funds by December 31, 2014?**

A: The 2014 Outreach and Enrollment Grant RFP requires grant workplans and budgets to be structured so that 75% of awarded funds are spent by December 31, 2014. This requirement was included to meet restrictions associated with federal funds that are being used for the grants.

However, this week MNsure received clarification from the Centers for Medicare and Medicaid Services (CMS) that we have the flexibility to spend these federal funds into 2015. Therefore, there are no longer any restrictions on when funds must be spent, other than that they must be spent during the grant period between September 1, 2014 and June 30, 2015.

If applicants have already prepared a workplan and budget based on the 75% requirement, they can submit that workplan and budget. If the applicant is selected for a grant, we will work with them during contract negotiations to adjust the workplan and budget. Applicants are welcome to revise their workplan and budget prior to submission to reflect the updated policy. Updated budget forms to reflect this change are now available on the webpage for the Outreach and Enrollment Grant RFP.

Q: Are you able to provide any sort of formula for how to determine how many enrollments we will provide and how much time each of those will take, so that we can make sure that we aren't including those hours into our grant applications for funding? Is the RFP saying that staff salaries cannot be paid at all?

A: MNsure does not have a set formula to help applicants determine how many enrollments they should provide. We have heard from some organizations that it takes about 1 hour to assist an individual with the application and enrollment into a public program and about 1.5 hours for a Qualified Health Plan. This does not include the time spent conducting outreach or enrollment support activities. Outreach and enrollment support activities can be funded through the grant. Enrollment support activities could include setting up appointments, screening, helping an individual prepare to complete an application, supporting them through technical problems, providing follow-up support, checking on case status and supervising other navigators. Staff salaries for time spent conducting outreach and enrollment support activities can be included in proposals.

Q: Can we use volunteers as Navigators and pay them the "per successful enrollment" payments?

A: No. Proposed federal regulations prohibit directly compensating an individual for an enrollment. These regulations are not final yet, but we anticipate this will be the policy.

***Q: What is the definition of a network partner? And a formal partner? And an informal partner? For which of these groups above do we need to submit a detailed budget?**

A: A network partner is either a formal or informal partner in your grant proposal. Formal network partners will receive grant funds through your proposal. Informal partners will not receive grant funds. You should submit budgets for all formal partners. (RFP pages 5 and 14)

***Q: In the Direct Personnel Costs section, how much detail on each staff person is required? If a position has been identified, but not an exact person, is the title and an estimate of salary & expenses sufficient?**

A: Yes. In most cases a title and estimate of salary and expenses is sufficient. However, if your organization is going to be a formal partner on more than one grant proposal then it is necessary to identify how staff members' time will be allocated between two or more grant proposals.

***Q: Is it possible to pay the total amount to subcontractors at the start of the grant? For example, in our case the grant would pay for a navigator salary & benefits at a community organization for which our organization has a subcontract. Can we pay the subcontractor the total navigator salary/benefits for the 10 month grant period after the grant is awarded in Sept.?**

A: If a proposal is selected, the lead agency will receive an initial advance of up to 50% of the total award (RFP page 19). The expectation is that the same reimbursement that MNSure uses with grantees will be used with subgrantees (formal network partners).

Q: Will MNSure play a direct role in determining and directly sending each partner of the network their portion of the grant funds? Will you please explain the process for how this will work?

A: If a proposal is selected, MNSure's grant agreement will be with the lead agency. The grant funds will flow from MNSure to the lead agency. The lead agency will be responsible for distributing funds and managing its partners. If selected for an award, the lead agency will need to submit copies of subcontracts with formal network partners (those receiving grant funds). Please see page 5 through 6 of the RFP for more information on lead agency and network member requirements and responsibilities. The budget in your grant proposal should clearly indicate grant funds that will be distributed to formal network partners (sub-grantees) and separate budgets for each partner receiving funds should be included.

Although the grant agreement will be with the lead agency, the network partners will be engaged in MNSure communications, grantee meetings, etc.

Q: You mentioned there is a 10% cap on indirect costs unless an applicant can show documentation that it is exempt from indirect cost rules? If an organization has a NICRA (a negotiated indirect cost rate agreement with the federal government) can they use that?

A: Yes. If your organization has a NICRA, please provide documentation of the agreement along with your proposal and account for indirect cost at the negotiated rate in your proposal's budget.

***Q: Where do indirect costs go? Are they included in Other Direct Costs, as it appears in the Allowable Expenses on page 14?**

A: Yes. Please include indirect costs under Other Direct Costs.

***Q: What are examples of indirect costs?**

A: Generally, indirect costs are costs such as rent or utilities. They may also include administrative costs, such as accounting or personnel not directly related to the program.

Letters of Support

Q: Do we need a letter from informal partners?

A: Yes. Letters of support should be provided by all formal and/or informal partners in your grant proposal (RFP page 15)

Evaluation and Selection

Q: For Funding Area 3, will applications receive extra points for serving more than one Economic Development Region?

A: Not necessarily. The focus is on quality. A quality proposal that covers multiple Economic Development Regions would likely score better than a quality proposal covering one Economic Development Region. Proposals for Funding Area 3 should include a network of partners that will be highly coordinated and able to meet grant requirements (page 8 of the RFP) in a defined geographic region.

***Q: Who is on the evaluation committee for the Outreach and Enrollment Grant Program RFP?**

A: MNsure will utilize a review committee made up of internal (MNsure staff) and external reviewers to review the merits of each proposal.

RFP Process

Q: Is there any way you can speed up the posting of answers to RFP questions?

A: MNsure will post answers to RFP questions no later than May 23rd. MNsure will strive to post answers to RFP questions as soon as possible after the May 16th due date for questions.

Q: The directions say CST but we are on daylight savings time--are you actually using standard time?

A: All time deadlines in the proposal are in Central Daylight Time.

Q: I had trouble entering my Federal Tax ID on Attachment A (Face Page). The pdf form indicated that my number was not valid. Will I have trouble entering my Federal ID using the online form?

A: No. This will not be an issue with the online form. The boxes available for filling in Federal and State IDs, State of MN vendor numbers and DUNS numbers are not in a required format. If you filled out the pdf version of the Face Page prior to May 12th, please make sure go back and use the online form for submitting your entire application.

Page and Formatting Guidelines

***Q: Are there page or word limits on the grant proposal? What is included in page page guidelines?**

A: MNsure provided page guidelines during the Applicant Webinar on May 12th.

- **Executive Summary – 1 page**
- **Outreach and Enrollment Focus – 1 page.** This does not include Template 1.
- **Experience – 1-2 pages**
- **Workplan – 4-5 pages.** This does include Template 2. Most information for your workplan should be contained within Template 2. A reasonable amount of additional narrative can be provided outside the Template.
- **Budget – 2-3 pages.** If submitting as a single organization with no formal partners, the budget section should include a brief narrative of financial management processes, a summary budget, and a detailed budget. The detailed budget is where most of the budget narrative will be written. If submitting as a network with formal partners receiving funding, the budget section should include a brief narrative of financial management

processes, a description of how the lead agency will manage finances across the network, a summary budget for the lead agency, a detailed budget for each formal network partner (partners receiving grant funds). The page length of the budget section will really depend on how many partners you have.

***Q: Is there specifics to line spacing? Single? 1.5? Double?**

A: The proposal must be single-spaced. Please see page 15 of the RFP for more formatting specifications.

Navigator/Certified Application Counselor Contracts and Certification

Q: If awarded a grant, will we be able to get certified as navigators?

A: Organizations can apply to become a navigator organization at any time by submitting a Consumer Assistance Partner Application. The application is available on the MNsure website. The Consumer Assistance Partner Application is separate from the grant process.

Q: Do we need to renew our Navigator contract for 2014/2015?

A: Current Navigator contracts run through December 31, 2014. MNsure will be amending those contracts sometime this summer to extend through June 30, 2015.

Q: Are agencies currently waiting on navigator contracts and certifications eligible to apply as a lead agency?

A: Yes. MNsure has been working to improve the contracting and certification process. It should be back up and running very soon.

Q: Will there be opportunity to train more Navigators?

A: Yes, the navigator training will be available year round. The training and certification have been delayed due to staff capacity and planning for an automated process. Training and certifications should be available again in the next few weeks.

Navigator Payments

Q: Is the amount each organization received in per enrollment payments for Medical Assistance, MinnesotaCare or a Qualified Health Plan public?

A: If you want to request to inspect or obtain copies of data maintained by MNsure pursuant to the Minnesota Government Data Practices Act, please submit your request in writing to datarequests@mnsure.org or mail to:

MNsure Privacy and Security Manager
81 East Seventh Street, Suite 300
St. Paul, MN 55101

Q: Will per enrollee payments remain the same? (\$25 for Medical Assistance, \$70 for MinnesotaCare & Qualified Health Plans) Will those payments still be made on a quarterly basis?

A: Yes. We anticipate that navigator organizations will continue to be reimbursed at the current per enrollment rates of \$25 for Medical Assistance and \$70 for MinnesotaCare and Qualified Health Plans (QHPs) on a quarterly basis.

***Q: What will the renewal process for consumers look like? How will navigators be compensated for their role assisting consumers with this process?**

A: MNsure is assessing federal guidance and developing policies and procedures for the renewal process. As a result, MNsure has yet to determine a final compensation model for navigator support during the renewal process.

Partnerships

Q: How can an agency find other agencies in their community to collaborate with?

A: The Assister Directory on MNsure.org could be used to find other navigator organizations or agents/brokers. The MN Council of Nonprofits is willing to assist agencies who wish to collaborate. Contact Leah Gardner at lgardner@mnbudgetproject.org.

Q: Could we limit our (navigator organization's) enrollment activity to determining Qualified Health Plan eligibility and then refer the client to brokers to review plans and enroll?

A: Yes. MNsure is looking for these types of arrangements with MNsure certified agents/brokers. Please make sure to include letters of support from the MNsure certified agents/brokers you plan to work with.

Other

Q: Can enrollment assistance be provided via phone?

A: A MNsure certified Navigator or Certified Application Counselor cannot physically fill out the application for an individual who is not physically present. The assister can guide the individual through the application over the phone if the consumer is actually filling in the information. The reason an assister cannot fill out the application for the consumer over the telephone is because of the protected information a consumer needs to supply during the identity proofing process. Also, navigators cannot sign the application on behalf of the consumer.

***Q: Can an individual do the paper application and then have the navigator do the form online?**

A: No. Because an individual must create the online account to submit an online application, they must either submit a paper application or online application.

***Q: Do you anticipate the ability to print out completed applications during the next open enrollment period?**

A: No.

***Q: What data privacy standards apply to enrollee data?**

A: Any data about individual enrollees are classified as private under federal and state law. Navigators, CACs and brokers will be required to follow data sharing agreements that ensures all data collected about enrollees are kept secure and follow the state's Minnesota Government Data Practices Act. See [MN Statute 65V.08](#) and [MN Administrative Rule 7700.0080](#).

***Q: Are "certain populations," such as low income seniors or persons with disabilities, supposed to go through MNSure or straight to the counties?**

A: It depends on the household. Some people cannot get coverage through MNSure. If a household contains a mix of members, some who may be eligible for coverage through MNSure, and some who are not, then the household should apply through MNSure first.

The following households should submit the Minnesota Health Care Programs Application for Certain Populations (DHS-3876) to the household's county or tribal agency when However, if all members of the household meet at least one of the criteria:

- Age 65 or older
- Requesting help only with Medicare costs
- Children in foster care
- Age 21 years or older with no dependents and have Medicare coverage
- Receiving Supplemental Security Income (SSI)
- Applying for Medical Assistance for Employed Person with Disabilities (MA-EPD)

Households should submit the [MNSure Application for Health Coverage and Help Paying Costs](#) (DHS-6696) or the [Minnesota Health Care Programs Application for Certain Populations](#) (DHS-3876), whichever is appropriate based on the information above, to the household's county/tribal agency when at least one household member is:

- Requesting coverage through Emergency Medical Assistance (EMA).
- Resides in an Institution for Mental Disease (IMD).
- Is an inmate of a correctional facility applying 45 days in advance of release.

Q: It would be helpful if the Navigator directory included information on where people are located and availability.

A: MNSure acknowledges that the current Assister Directory does not meet consumer, partner or our needs. The directory will be more robust when portals for navigators, CACs and agents/brokers are integrated into the MNSure system. In the interim, MNSure is working to improve the search function and add a mapping feature to the current directory.

***Q: What type of integration is required with MNSure systems, if any?**

A: There is not a requirement to integrate with MNSure systems.

***Q: Will we be allowed to use MNSure branding in outreach?**

A: Yes.

***Q: What will the cost of marketing materials through MNSure be? When will the list and cost for these materials be available?**

A: MNSure will provide access to general statewide marketing materials. The list and cost for these materials will be available October 1, 2014 or earlier. Applicants should include a budget line item within their grant budget for specific materials they would like to develop to reach their specific audience.

***Q: Can you please provide past successful proposals from 2013 that was awarded a contract?**

A: If you want to request to inspect or obtain copies of data maintained by MNSure pursuant to the Minnesota Government Data Practices Act, please submit your request in writing to datarequests@mnsure.org or mail to:

MNSure Privacy and Security Manager
81 East Seventh Street, Suite 300
St. Paul, MN 55101

***Q: If we create valuable contact information during the project that can be transferred to MNSure for use after the project is over, will MNSure accept the information?**

A: MNSure will accept the information if allowable under State and Federal law.