Request for CalHEERS Development and Operations Services
Draft RFP Comments

ID	General Y/N	Section #	Page #	Req #	Description	Cosmetic Y/N	Reviewer Organization
1	N	4.3.1	4-1		Application Submission and Update - 3rd bullet point - should also include the ability to pre-populate information for other family members' applications (children, dependents) and applicant can confirm information is the same	N	SAN FRANCISCO HEALTH PLAN
2	Y	4.3.1	4-1		We like the requirement allowing users to explore eligibility without feeling committed to completing an application. It is unclear whether this will result in a pre-screening tool, where potential applicants are told they might be eligible for coverage based on minimal information. Should they be determined eligible, there should be functionality to populate an application with the information already provided. Users should be able to explore eligibility for all family members through a pre-screening without completing multiple applications.	N	SAN FRANCISCO HEALTH PLAN
3	N	4.5.3	4-47		The issue management tool should provide publicly available and transparent reports for Navigators to track their pending issues and reference issues others are experiencing. This would also enforce accountability of the vendor in following up on issues in a timely manner. It should be a contractual requirement that issues are followed up and resolved within a specific timeframe. From our experience with One-e-App, we recognize the need to identify urgent issues requiring development or logic changes versus non-urgent user-error types of issues. The issue management tool should allow for non-technical users to report problems and bugs in a categorical manner (e.g. drop-down choices for common problems such as "blank screen", etc.) and with a level of urgency (e.g. critical - client waiting, routine, etc.).	N	SAN FRANCISCO HEALTH PLAN
4	Y				Upon implementation of the system, we propose the use of a SuperUser workgroup that would meet regularly to discuss bugs and issues. SuperUsers would be Assisters and Eligibility workers with superior technical knowledge that could (a) triage bugs at local sites to prioritize urgent issues (b) have the authority to terminate an application so that the Navigator can continue with the client and (c) exist as a liaison between developers and users during system builds.	N	SAN FRANCISCO HEALTH PLAN
5	Y				It should be a contractual requirement that the vendor update a user manual regularly - annually at a minimum. Ideally, this user manual would be updated at every build - for development or fixes.	N	SAN FRANCISCO HEALTH PLAN
6	N	4.3.5	4-8		The Web Portal Online Help should exist in multiple formats - to assist consumers in using the portal themselves, to assist Assisters and Eligibility workers using the portal to complete applications, and for technical expertise and assistance for Assisters and Eligibility workerswhen bugs and errors occur. A chat function for Navigators to report bugs and ask questions could be very helpful when a client is in the middle of an application.	N	SAN FRANCISCO HEALTH PLAN
7	N	4.3.1.3	4-55		For the testing phase of the system, user testing should include a diverse group of users (rural, urban, ethnically and linguistically diverse). An important component of One-e-App testing was the development of testing scenarios that aided in confirming the portal had the correct logic. Eligibility workers should be involved in developing these specific and complicated scenarios to fully test the system before it goes live.	N	SAN FRANCISCO HEALTH PLAN