

## DSHS Business Innovation Challenge RFI 2420-847

### Vendor Questions

April 15, 2024

*Hello Everyone!*

*Thank you for attending the Vendor Q&A Session for the Business Innovation Challenge. We have compiled all the questions asked during the meeting, in the chat and via email and have included answers below. There are some questions we have been unable to answer at this point. All unanswered questions have been added at the bottom of the list.*

**Please Note:** A question came up around vendors being able to shadow DSHS employees to better understand the processes. This request was discussed further by the DSHS team, and a decision was made not to offer this option during the RFI process.

### General Q & A

**Question:** Use Case 1 – Volume? Are we talking thousands weekly, daily?

**Answer:** 20,000 annually. Birth to 3 applications largely come from hospitals. Most from the western side of the state or electronically but some are paper.

**Question:** Is there a scanning application already?

**Answer:** Yes.

**Question:** How are you sorting documents today?

**Answer:** We use a repository called Perceptive Content and it is new.

**Question:** Is there a documented process about retention and are there specific mandates that must be followed?

**Answer:** Yes, we use the DSHS retention schedule. They are reviewed before purging and we keep records of those purged.

**Question:** For Challenge Area 3, are there specific anomalies you can provide around this?

**Answer:** We are doing some work around data analytics to identify fraudulent patterns. Those are continually evolving.

**Question:** Are these stolen identities?

**Answer:** Yes.

**Question:** Anything you saw in the past you are trying to avoid in the future?

**Answer:** Yes, false identities and getting ahold of client information/take over.

**Question:** Is there a specific example of an overpayment or something you are trying to head off?

**Answer:** A lot of our patients that are in 24/7 facilities are not able to access their benefits. In some cases, they are able to get those benefits reinstated. They are not entitled to those and that can cause overpayment. They are not entitled to those when in hospital status.

**Question:** What is the population for BHA?

**Answer:** We have about 1500 beds and up to 1700 depending on the day. We have 1500 beds and 1627 in operation now.

**Question:** You have mentioned AI. What are you looking for specifically?

**Answer:** It is called out as automation and because it is prevalent right now.

**Question:** Use Case 4, you touched on Data Analytics. Is this after the fact or for prevention and detection?

**Answer:** Determinations are made outside of BHA. We find out after the fact.

**Question:** Are the current controls in-house or outside?

**Answer:** Not where it is specific to benefits. They are issued outside of BHA.

**Question:** Use Case 1, Are you seeing fraud in those DDA applications?

**Answer:** I don't know that we are specifically.

**Question:** Is the idea to issue a single RFP that would cover all four use cases?

**Answer:** We will issue one RFP for all use cases.

**Question:** Would you add use cases to that?

**Answer:** No, these are the four Use Cases, and we don't plan to add any.

**Question:** Are there multiple awards?

**Answer:** Any RFP that would be conducted for these services is still in the early planning stages and no information can be released at this point.

**Question:** Use Cases 1 and 3 – is it possible to talk to subject matter experts to map out the process?

**Answer:** This request was discussed further by the DSHS team, and a decision was made not to offer this option during the RFI process.

**Question:** For Use Case 2, what are we translating and what languages?

**Answer:** The biggest is sending multiple letters through our eligibility system and getting them translated. It requires some manual processes to print and resend.

**Question:** Would it be okay for AI to do that translation or do you need licensed and verified human translators.

**Answer:** We have some policy questions regarding that for the context of language.

**Question:** You are looking for translation of documents being sent out?

**Answer:** Yes. They must be modified each time, and we are using translation services and would like to automate that as much as possible.

**Question:** For Use Case 2, how will the system handle multilingual? Is the expectation to support a predetermined set of languages for use selection?

**Answer:** We have about 13 languages but at any time individuals notify us about their preferred language, we need to respond. They let us know what language it is.

**Question:** In addition to English, what other languages?

**Answer:** Some items are already translated but some of the communication is free form.

**Question:** Is there an existing solution currently that offers access to public benefits and workload processes?

**Answer:** We have forms that are already in the languages that are out there. We are using language translation services currently.

**Question:** Are there specific requirements for the interface that can be shared with us?

**Answer:** We must align with our policies.

**Question:** Is there any sort of handwritten text or are they form letters?

**Answer:** It depends on how the client is accessing our services, phone, in person? We have template versions in various languages but the free form type needs translated.

**Question:** Use Case 3 – will we get access to historical data and how far back? Specifically, those that were fraudulent versus those that were not.

**Answer:** We do have fact patterns that we are currently utilizing but again those change over a period of time. We do have historical activity.

**Question:** Do you have a percentage of fraudulent activity?

**Answer:** No. We are trying to be proactive.

**Question:** What systems and platforms are currently in use?

**Answer:** Data query through SQL servers and Tableau visualization software.

**Question:** Use Case 4 - are there other data sources?

**Answer:** We are not the owners of the forms or the technology. Our patients are able to access benefits. Those forms come from other parts of the agency like DDA.

**Question:** What is the course of action if detailed information is not available?

**Answer:** we are not reviewing that. The relationship is between the client and wherever they are accessing benefits.

**Question:** Can you give us an overview of existing systems. You mentioned SQL and Tableau. Are there others?

**Answer:** ACES, CARES, Barcode. We are in the middle of updating our HER System. There are so many types of services, and the data is held in multiple places.

**Question:** I will post in the chat, and we can come back but are there applicants for the grants and what is that volume?

**Answer:** Are you looking at the data we collect for fraud prevention? The case load is about 550,000. There are multiple transactions and about 3 million records that are getting processed.

**Question:** Do you have a current fraud prevention system in place already?

**Answer:** Yes. We identify a pattern and then do a manual review of the cases and take appropriate action.

**Question:** Is it proactive or retroactive?

**Answer:** It's both. We shut down those we find and are also looking at proactive methods to identify potential victims and doing outreach to make sure they can take safeguard measures.

**Question:** How big is your team?

**Answer:** We have 3 individual staff and then another person doing data mining.

**Question:** When looking for fraud (UC 3) is this going to be a batch processing operation or will there be a real-time fraud detection mechanism.

**Answer:** We are open to either, however all anomalies identified will still need to be reviewed by a member of our team to further research the issue identified.

**Question:** For Use Case 4 - Could you elaborate more on what you mean by "data-matching queries"? Are you referring to matching data between disparate source systems? How have you approached this in the past?

**Answer:** When researching patient benefits to see, we utilize multiple sources to find benefits information. Information is not always up to date and is different between systems. For example, we may look to see what a patient's social security status is and one system it says the patient is receiving active benefits, but when querying Social Security the patient benefits have been suspended.

**Question:** You mentioned all use cases would be issued in one single RFP Do you expect the award to go to a single vendor? Or is there a possibility of engaging a different vendor for each of the use cases?

**Answer:** Any RFP that would be conducted for these services is still in the early planning stages and no information can be released at this point

**Question:** Tom may have said this, but what case management system does ESA currently use?

**Answer:** It's an in-house application called Barcode.

**Question:** Any idea when the RFP will be released?

**Answer:** Any RFP that would be conducted for these services is still in the early planning stages and no information can be released at this point.

**Question:** For use case 1, in what way does DDA currently receive electronic forms (email, fax, other)?

**Answer:** We receive documents via email, fax, fax to email, and snail mail for use case 1.

**Question:** Use Case #1 - Are there are any online/web front ends for the submittal of applications?

**Answer:** For use case 1, we do not have any web forms at this time, though it is a goal. The form we have that looks like a web form is a request for a paper application. Also, I got a more recent specific volume for use case 1: over 15000 for CY 2023.

**Question:** When does WA DSHS expect to issue the RFP?

**Answer:** Any RFP that would be conducted for these services is still in the early planning stages and no information can be released at this point.

**Question:** Does WA DHHS have funds earmarked for the eventual RFP/Project? What is the expected budget?

**Answer:** Any RFP that would be conducted for these services is still in the early planning stages and no information can be released at this point.

**Question:** Are there multiple programs under the grant?

**Answer:** Yes, there are multiple different programs.

**Question:** Do you want a holistic approach to screening across all grant programs?

**Answer:** As long as program rules are correctly applied, it could be holistic, or it could be a one size fits all approach as well.

**Question:** Who receives the funds for the grant?

**Answer:** Residents of Washington State.

**Question:** Are the applicants mostly entities or individuals?

**Answer:** Households or individuals.

**Question:** Volume of grants and recipients?

**Answer:** 600,000-1 million depending on the programs involved

**Question:** Are the applicants mostly entities or individuals?

**Answer:** Households or individuals.

**Question:** Current eligibility and verification process?

**Answer:** Yes, both but in addition to those, authenticating customer, verifying identity is a system requirement.

**Question:** What data is collected for the grant recipients? From the end-user versus what is enriched from third party or internal sources?

**Answer:** Broad list based on program requirements, as they are not all the same.

**Question:** Are there any additional validation checks (e.g., are they checking that the services are rendered?)

**Answer:** Possibly for some, but very limited use cases.

**Question:** Is there a model or process for prevention and recovery of funds?

**Answer:** Yes

**Question:** Is there an appeals process?

**Answer:** Yes

**Question:** Are certain recipients blocked when fraud is determined or for any other reason?

**Answer:** We do have disqualification processes.

**Question:** What are some of the existing technology capabilities and where are the biggest deficiencies in today's technical solution?

**Answer:** We are looking for vendors to provide these solutions to us.

**Questions we are unable to answer as part of this RFI:**

**Question:** For use case 1, 3, and 4, do we have a list of supporting documents the agency constantly reviews? For instance, it can be a 1040c form.

**Question:** Does the agency currently have infrastructure needed for AI model development? For example, virtual machines with GPU in order to accelerate model training.

**Question:** For use case 2 - What are the computational resources available for deployment?

**Question:** Regarding use case 4, do you anticipate ESA, DDA, and/or other benefit administrating agencies will be active partners in efforts that arise out of the RFI? If yes, in what capacity would they participate?

**Question:** Use Case #3: In Fraud Prevention analysis, would data on application performance be seen beneficial to detect anomalies?

**Question:** What weight/consideration is put on utilizing application performance for fraud detection?

**Question:** Are you leveraging a human resource conferenced-in to aid with language translations live?

**Question:** What is the percentage of fraud identified in the past? Do you have an idea of how much fraud is currently occurring? (Overall statistics for Use Case 3 and 4)

**Question:** Is historical data marked with fraud/no fraud or any other labels?

**Question:** Use Case 4 - Number of enrollees?

**Question:** Use Case 4 - Number of providers?

**Question:** Use Case 4 - Number of claims?

**Question:** What are some of the existing technology capabilities and where are the biggest deficiencies in today's technical solution?

**Question:** Can you share the percentage of fraud?

**Question:** What data sources do you access as part of your current fraud analysis?

**Question:** Use Case 3, Who receives the grants or funds? Who are the ultimate beneficiaries? Who is the end user of this and how are the grants managed?