

Healthy Mothers Healthy Babies Helpline

Request for Proposals

DHHS Answers to Applicant Questions

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For Questions Received Through:

Question	Answer
Does the current RFP for the Healthy Mothers Healthy Babies (HMHB) Helpline require that the staff answering the Helpline be nurses?	No. Nurses answered the HMHB helpline previously. It is not a requirement that current applicants have nurses to staff the line.
How many calls have historically come in to the HMHB Helpline after 5:00 PM	On average there are 30 calls received per month. Approximately 5 (or 16%) are received after 5:00pm and before 8:00am.
Can I call Methodist Hospital directly if I have questions?	No. All questions should be directed to tina.goodwin@nebraska.gov for a number of reasons: I may already know the answer, I may have other questions for Methodist and can ask them at the same time and lastly we do not want to create more work for Methodist by allowing all applicants to call them frequently.
What if we cannot do all that is needed, to have the phone line up and running by July 1 st ?	Please identify this as a concern in your application and estimate the amt of time needed.
What if we do not have a nurse available to answer the phone directly.	The federal guidelines do not require an “ask a nurse” triage component. The last contractor was a hospital and was able to provide this deliverable. If this is a service that you can continue to provide, include info in the application.
Is it okay to have a system of call back if someone has a medical question?	Please document in your application if questions will be answered in real time or through a system of call backs

<p>How is the winning contractor selected?</p>	<p>Each contractor will receive a numbered score based on the requested information on page two of the RFP</p> <ul style="list-style-type: none"> a. History of operating a 24 – hour help lines b. Staffing plan for proposed contract: qualifications of personnel answering calls etc
<p>Is the contractor required to include cost for marketing the Helpline in their response?</p>	<p>No. The contractor is not “required” to include cost for marketing the Helpline in the application. The successful contractor will be expected to “cooperate with DHHS in the development of promotional plans.” Details will be discussed after contract is awarded.</p>
<p>What marketing efforts are sponsored or paid for by the state?</p>	<p>The State will promote the use of the HMHB Helpline and notify the Contractor of promotional activities. Details will be discussed with the successful applicant.</p>
<p>Do you have a definition or examples for each type of call? A) Triage B) General Info C) Health Information</p>	<p>The definitions for the required data elements (terms) used for reporting will be made available to the contractor, and are subject to further development with approval from the state. In general, we’ve tried in the past to differentiate between types of calls that are specifically related to the purpose of the HMHB Helpline (referral to providers, statewide), versus those that involve requests for other types of information. The “triage” term in the most broad sense, is used to capture the calls where the caller needs assistance figuring out what they need, and calls where the need may involve an acute or emergent issue.</p>
<p>What is the average length of call?</p>	<p>73% of the calls made in 2010 were less than 10 min in length</p>