

**Member Portal**

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<b>Date of Issue:</b>	<b>October 20, 2022</b>
<b>Responses must be received no later than:</b>	<b>2:00 p.m.</b> <del>December 1, 2022</del> <b>December 23, 2022</b>
<b>Submit all RFI-related questions to:</b>	<b>Hans Leach</b> <a href="mailto:hans.leach@phila.gov"><u>hans.leach@phila.gov</u></a>

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: WOMEN,  
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE  
ENCOURAGED TO RESPOND**

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### 1. INTRODUCTION

Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) provides services addressing mental health, addiction, and intellectual disability to the citizens of Philadelphia. DBHIDS oversees several sub-agencies, the largest of which is Community Behavioral Health (CBH), for the Pennsylvania HealthChoices Program. CBH is issuing this Request for Information (RFI) to gather high-level information about options to create a HIPAA compliant member portal to meet Interoperability requirements and streamline member communication. CBH seeks responses describing the general functionality, benefits, limitations, and cost of solutions available over the coming year.

<i>RFI Event</i>	<i>Deadline Date</i>
RFI Issued	October 20, 2022
Deadline to Submit Questions	October 27, 2022
Answers to Questions on Website	November 3, 2022
Response Submission Deadline/Closure of RFI	2:00 p.m. ET on <del>December 1, 2022</del> December 23, 2022

### 2. BACKGROUND

The [Interoperability and Patient Access Final rule \(CMS-9115-F\)](#) requires patient access to health information through a secure application programming interface (API). Members must be able to access their claims and encounter information, including cost, as well as a defined sub-set of their clinical information, including encounter, claims, and previous payer data, through this API.

### 3. PURPOSE OF RFI

CBH requests information about solutions for a HIPAA compliant member portal. The portal must meet all Interoperability and regulatory requirements as well as be adaptable to CBH member needs moving forward.

Through this RFI, CBH seeks to gather information about a member facing portal in compliance with Interoperability requirements. The RFI asks for responses describing the general functionality, benefits, limitations, payment structures, and costs of solutions.

This RFI does not describe an exhaustive set of requirements. Instead, it seeks to survey the range of solutions available and pose functionality questions for respondents.

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### 4. TERMS OF RFI

This RFI is not a request for proposal. This is a RFI pertaining to functionality offered through available solutions. While it asks for pricing ranges, responses are not considered binding or limiting in any subsequent procurement process.

Potential vendors and other responders will bear all costs associated with responding to this RFI. Lack of response to this RFI does not preclude participation in any future procurement process.

Interested parties should respond, following the instructions below, by December 1, 2022. All information in this RFI and submitted in response is the sole property of CBH.

### 5. RESPONSE FORMAT

Parties responding to this RFI should answer the questions in the section below and provide additional information of value to CBH. Please limit responses to 10 pages, single spaced, 12-point font.

The cover page does not count in page total and should include:

- ➔ Name of the responding company
- ➔ Name, phone number, and email of the contact person for the response, particularly for the person or persons who can answer questions about the response
- ➔ Note if the responding company is a Pennsylvania Minority, Women or Disabled-Owned Enterprise MWDBE. Note any similar or related other designations (e.g., Philadelphia MWDBSE, etc.)
- ➔ Number of years the company has been in business
- ➔ Number of customers that use the responder's solution for a member facing portal
- ➔ Number of covered lives of the largest client of the company

### 6. QUESTIONS FOR INTERESTED POTENTIAL VENDORS

1. Vendor Experience
  - a. Have you worked with or do you currently work with managed care organizations (MCOs)? Describe the scope of this work.

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- b.** Who are your typical clients/customers?
  - c.** Do you have any user success stories?
  - d.** What platform feature or offering sets you apart from your competitors?
- 2.** Product Customization and Ownership
  - a.** How much flexibility does a customer have to customize the product? For example, could a customer implement surveys through the portal on an as needed basis on their own?
  - b.** Can customers place their logos and branding on the portal with a unique link?
  - c.** What accessibility features do you provide? For example, a mobile app or text to speech capabilities
- 3.** Cost and Ongoing Support
  - a.** Describe your payment structure for the platform, including post-implementation support? (e.g., resolving bugs after UAT period, software updates, etc.)
  - b.** How can a customer update the portal after implementation? (e.g., add features, meet new regulatory requirements, etc.). Does this require assistance from your organization?
  - c.** Do you offer end user training?
  - d.** Describe your update and new release process and potential impact on the end user.
  - e.** How many users can your product accommodate?
- 4.** Interoperability, Security, and Data Access
  - a.** Can this product be integrated with other software or systems?
  - b.** How is access granted to your portal?
  - c.** Do you have an open API?
  - d.** How is PHI handled?
  - e.** Can existing data be migrated to your system? What does this migration process look like and what is a typical timeline?

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- f. Can all the data that is exchanged through your portal link to a data warehouse?
    - g. What HIPAA certification(s) do you have?
- 5. Product Demos
  - a. Do you have demos for your product? Please attach any demos to your response.

## 7. RESPONSES

Please submit your responses to [hans.leach@phila.gov](mailto:hans.leach@phila.gov) by 2:00 PM EDT on ~~December 1, 2022~~ **December 23, 2022**. All responses become the property of CBH upon submission. **This RFI will be closed once the submission deadline has passed.**