

IFQ 2020-1(A) for Portability Cleanup Questions and Answers

Question: Were the 11 port-ins absorbed by HAE or is HAE billing the initial PHA? If both, then please provide the number of absorptions and number of billings.

Answer: **The port-ins have been absorbed.**

Questions: Our Portability Manager will need to have PIC access, for viewing only, before arriving onsite. Is HAE willing to do this?

Answer: **Yes**

Question: Our Portability Manager will need access to view and perform actions in the Emphasys Elite system before arriving onsite. Is HAE willing to do this?

Answer: **Yes**

Question: Is HAE requesting that the Contractor perform 100 to 125 late re-exams, including following the re-exam process?

Answer: **Yes**

Questions: If the late re-exams are already completed, is HAE requesting the Contractor to identify the portability reconciliation corrective actions?

Answer: **Yes**

Question: Please confirm: are all of the 100 to 125 AR tenant balance reconciliations tied to late re-exams for the 35 portability participants?

Answer: **No, the AR tenant balance reconciliations are in addition to the re-exams.**

Questions: According to HAE's website, HAE's hours of operation are 8:30 a.m. to 5:00 p.m. on Monday through Friday. Please confirm this is accurate.

Answer: **The website has been updated. Office is opened Monday, Tuesday and Thursdays from 8:30 a.m. to 5:00 p.m. Clients are only seen with appointment on Wednesdays.**