

# Invitation for Proposal (IFP) 25-007

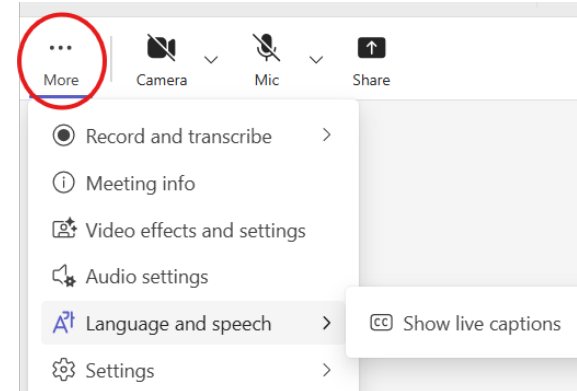


Welcome

We will get  
started shortly

1. Web Conference will be in listen only mode.
2. Closed captioning is available. Select the following:

- More
- Language and Speech
- Show Live Captions



3. All attendees will be muted upon entry and throughout the duration of the web conference.
4. You may also use your phone for audio feed instead of the computer. Do not use both to avoid audio feedback.

# Health Care Options (HCO) Program Enrollment Broker (EB) Invitation for Proposal (IFP) 25-007

*Voluntary Pre-Proposal Web Conference*

November 19, 2025

11:00 AM – 11:45 AM

# HCO EB IFP 25-007

## *Presenters*

### **Web Conference Host**

- **Will Gee**, Procurement Specialist, Procurement & Contracting Division

### **Web Conference Presenter**

- **Michelle Retke**, Division Chief, Managed Care Operations Division

# **HCO EB IFP 25-007**

## ***Web Conference Reminders***

1. Verbal Department of Health Care Services (DHCS) statements made during this conference are non-binding.
2. All questions must be IFP-related.
3. All questions must be submitted using the Q&A box.
4. Responses to questions submitted during the conference may be provided during the Q&A session at the end of the presentation and/or in written format at a later date.

# **HCO Program EB IFP 25-007**

## ***Introduction***

# HCO Program EB IFP 25-007

## *Agenda*

| Voluntary Pre-Bid Web Conference Agenda Item | Time (minutes) |
|----------------------------------------------|----------------|
| Overview                                     | 10 min.        |
| Key Dates                                    | 5 min.         |
| Submitting Proposer Questions                | 5 min.         |
| Webinar Q&A Session                          | 15 min.        |
| Closing Remarks                              | 5 min.         |

# **HCO Program EB IFP 25-007**

## ***Overview***

# HCO EB IFP 25-007

## *Overview*

- » This voluntary pre-proposal web conference is for Invitation for Proposal (IFP) 25-007.
- » This IFP will be used to procure the takeover, operation, and eventual turnover of the California Health Care Options (HCO) Program's Enrollment Broker (EB) functions and responsibilities, including but not limited to, Medi-Cal Member communication, informing materials, education, and outreach.
- » California Department of Health Care Services (DHCS) is soliciting proposals from eligible organizations that can comply with all requirements identified in the IFP.
- » The IFP follows the Request for Information (RFI) released in April 2025 containing selected Contract Sections and other information for external feedback.

# HCO Program EB IFP 25-007

## *Overview*

| IFP Component                                   | Purpose                                                                                                         |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Notice to Prospective Proposers                 | Provides information and instructions for Prospective Proposers.                                                |
| IFP Main                                        | Provides information regarding the IFP process, requirements, and instructions on proposal development.         |
| IFP Attachments                                 | Contains the optional and required attachments described in the IFP Main.                                       |
| IFP Appendices                                  | Contains information regarding the Data Library.                                                                |
| IFP Exhibits<br><i>[Sample HCO EB Contract]</i> | Includes sample Scope of Work (SOW), terms, and conditions for the contract resulting from the IFP procurement. |

# HCO EB IFP 25-007

## *Overview*

- The base term of the resulting Agreement is expected to be for 60 months and is anticipated to be effective July 1, 2026.
- The DHCS, at its sole discretion, may authorize up to five (5) additional one-year extensions.
- The Agreement term and effective date may change if DHCS makes an award earlier than expected or if DHCS cannot execute the Agreement in a timely manner due to unforeseen circumstances.

# **HCO Program EB IFP 25-007**

## ***Key Dates***

# HCO Program EB IFP 25-007

## *Key Dates*

| Activity                                                 | Date/Time                                             |
|----------------------------------------------------------|-------------------------------------------------------|
| IFP Released                                             | November 5, 2025                                      |
| Pre-Proposal Conference                                  | November 19, 2025                                     |
| Questions Due                                            | November 21, 2025 - 4:00 p.m. Pacific Time (PT)       |
| Voluntary Non-Binding Letter of Intent Due               | November 21, 2025 - 4:00 p.m. PT                      |
| Proposal Due Date                                        | January <del>21</del> <u>22</u> , 2026 - 4:00 p.m. PT |
| Notice of Intent to Award                                | May 12, 2026                                          |
| Estimated Award Date                                     | May 20, 2026                                          |
| Estimated Contract Effective Date/Takeover of Activities | July 1, 2026                                          |
| Assumption of Operations                                 | April 1, 2027                                         |

*\*Dates subject to change*

**HCO Program EB IFP 25-007**

***Submitting Proposer Questions***

# HCO Program EB IFP 25-007

## *Submitting Proposer Questions*

### How to Submit

Submit questions by emailing [PCDIFP2@dhcs.ca.gov](mailto:PCDIFP2@dhcs.ca.gov), with subject line "Proposer Questions – IFP-25-007".

### What to Include in the Inquiry

- Inquirer information, including name of firm submitting the inquiry, mailing & email addresses, and telephone number.
- Description of subject or issue in question or discrepancy found.
- Document, section number, and page number (be specific and include other useful information on the problem or issue).
- Remedy sought, if any
- Format questions using the table template. **Microsoft Word format is mandatory.**

Please see the **IFP Main, Section 11, Questions** for further instructions.

### Question Submission Due Date

Proposer questions are due no later than 4:00 PM PT, November 21, 2025 as indicated in the IFP Main.

### DHCS Response

Following the question submission deadline, DHCS will summarize all general questions and issues raised and post the summary of Q&As on the Cal eProcure site where IFP was posted.

**HCO Program EB IFP 25-007**

***Webinar Q&A Session***



# HCO EB IFP 25-007

## *Q&A Session Panelists*

- » **Michelle Retke**, Division Chief, Managed Care Operations Division
- » **Amanda Cortopassi**, Division Chief, Procurement and Contracting Division
- » **Will Gee**, Procurement Specialist, Procurement and Contracting Division



# HCO EB IFP 25-007

## *Q&A Session Format*

1. Verbal Department of Health Care Services (DHCS) statements made during this conference are non-binding.
2. All questions must be IFP-related.
3. All questions must be submitted using the Q&A box.
4. Responses to questions submitted during the conference may be provided during the Q&A session at the end of the presentation and/or in written format at a later date.

# **HCO Program EB IFP 25-007**

## ***Closing Remarks***

# HCO EB IFP 25-007

## *Closing Remarks*

- » Webinar slide deck will be posted to the PCD website no later than **4:00 p.m. PT November 21, 2025.**
- » Submit IFP questions to [PCDIFP2@dhcs.ca.gov](mailto:PCDIFP2@dhcs.ca.gov) by the Question Submission Deadline listed within the IFP; **4:00 p.m. PT November 21, 2025.**
- » IFP information is available on the PCD website at:  
[https://www.dhcs.ca.gov/provgovpart/rfa\\_rfp/Pages/PCD-HCO.aspx](https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/PCD-HCO.aspx)

**Thank you  
for your participation**

