



**Department of
Medicaid**

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Request for Information: Community Engagement Compliance Verification

ODMR 2627-0002

Responses Due: October 29, 2025

**Ohio Department of Medicaid
Request for Information (RFI)
ODMR 2627-0002**

Community Engagement Compliance Verification

Section I. General Information

The Ohio Department of Medicaid (ODM) releases this Request for Information (RFI) to gather information regarding potential systems and processes to increase efficiency in Medicaid eligibility determinations and processing for Group VIII (the Medicaid expansion group) (Community Engagement Compliance Verification).

1.1 General Overview

As required by Section 71119 of H.R. 1 as enacted July 4, 2025 (Section 71119), Ohio will be implementing changes to the eligibility review of the Medicaid expansion group and will apply community engagement and work requirements for “applicable individuals” as defined in Section 71119 (and any Department of Health and Human Services rules interpreting Section 71119). ODM’s eligibility enrollment system, Ohio Benefits, is an automated solution capable of implementing the provisions of Section 71119 through programming and data. Approximately 25% of Medicaid expansion group members’ compliance with the community engagement requirements cannot be verified through data and the automated solution within the existing ODM system (the Verification Group). There will need to be significant periodic verification activities required for this population (approximately 172,000 members).

ODM is seeking information regarding:

1. systems,
2. data,
3. staffing, and
4. workflow

to improve or augment the management, efficiency, frequency, and accuracy of Medicaid eligibility determinations and processing for the community engagement requirements. The systems, data, staffing, and/or workflow solution must be able to be integrated into or with the existing Ohio Benefits solution and workflows and should not result in additional work activities for ODM staff. The expertise and experience of the vendor community will allow ODM to collect information that will guide a possible Community Engagement Compliance Verification procurement process.

This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Respondents should note that no contract will be awarded pursuant to this RFI and that responding to, or not responding to, this RFI will neither increase nor decrease any Respondent’s chance of being awarded a contract from any subsequent solicitation by ODM.

ODM is not liable for any costs incurred by a Supplier for the development and provision of a response to this RFI. Respondents may be referred to as “Interested Parties”, “Suppliers”, or “Respondents”.

Section II. RFI Process Information

2.1 Anticipated Timetable

Date	Event/Activity
September 29, 2025	ODM releases RFI on OhioBuys; Question and Answer (Q&A) period opens. -RFI becomes active; Interested Parties may submit Inquiries for RFI clarification.
October 13, 2025 8:00 a.m. EST	Q&A period closes. -No further Inquiries will be accepted.
October 29, 2025 4:00 p.m. EST	Deadline for Interested Parties to submit responses to ODM.

ODM reserves the right to revise this schedule if needed and/or to comply with the State of Ohio procurement procedures and regulations.

[Ohio | Buys](#) provides the primary platform for Supplier partners to engage in procurement activities with the State of Ohio. For additional information on submitting proposals see the “Viewing and Responding to Solicitations” Learner Guide or the “Viewing and Responding to Solicitations” Supplier Training Video linked below.

Learner Guide

<https://das.ohio.gov/Divisions/General-Services/Procurement-Services/Ohio-Buys#52261220-supplier-training>

Viewing and Responding to Solicitations

<https://www.youtube.com/watch?v=K6iE32BUMJ0&feature=youtu.be>

2.2 Internet Question and Answer Period; RFI Clarification Opportunity

Respondents or other Interested Parties may submit clarifying questions regarding this RFI during the Q&A Period as outlined in Section 2.1, Anticipated Timetable. To make an inquiry, Respondents must login to [Ohio | Buys](#), navigate to the solicitation, open the Inquiry tab, and submit their question (Inquiry).

The purpose of the Q&A period is to provide potential Suppliers the opportunity to seek clarity regarding the requirements and specifications of the RFI. Questions about this RFI must include:

1. A reference to the relevant part of the RFI;
2. The heading for the provision under question;
3. The page number where the provision can be found; and
4. The Respondent’s or Interested Party’s contact information, including name of a representative of the Respondent or other Interested Party, the company name, phone number, and e-mail address.

If Respondents have more than one question, Respondents must submit each question as a separate Inquiry, and Respondents are not to post Inquiries in any pre-formatted tables. ODM may, at its option, disregard any Inquiries that do not appropriately reference an RFI provision or location within the RFI, that do not include identification of the originator of the question, or that do not seek clarification regarding the requirements or specifications of the RFI, in the opinion of ODM. Inquiries submitted after the Q&A Period closes will not be answered.

ODM's answers to all Inquiries asked via the Internet will be posted in the [Ohio|Buys](#) website through the Inquiry tab for public reference. ODM will not provide Responses directly to the Respondents or any Interested Party that submitted Inquiries. ODM is under no obligation to acknowledge Inquiries that do not comply with these instructions.

Once posted, ODM's answers may be accessed on the [Ohio|Buys](#) Public Solicitations page by opening the Solicitation Overview and navigating to the Inquiries section of that page. ODM strongly encourages Respondents to submit Inquiries early in the Q&A period so that answers can be posted with sufficient time for follow-up Inquiries. ODM strives to answer all Inquiries within two business days; however, in the event of a high volume of Respondent Inquiries, the response time may exceed the two business day time frame. The Respondent will not receive a personalized response nor an automated response when ODM has answered the Inquiry.

In the event of any technical difficulties accessing the [Ohio|Buys](#) website, they may contact Ohio Shared Services at 877-644-6771 for assistance. If Respondents experience technical difficulties accessing documents related to this solicitation or are unable to get assistance from Ohio Shared Services, they may contact ODM at ODM_Procurement@medicaid.ohio.gov for guidance. Substantive questions submitted to Ohio Shared Services or to ODM related to this RFI submitted in the manner outlined in this paragraph will not be answered. Respondents are encouraged to seek technical assistance early to avoid missing the Q&A Period.

Section III. Content of Response

3.1 Response Topics

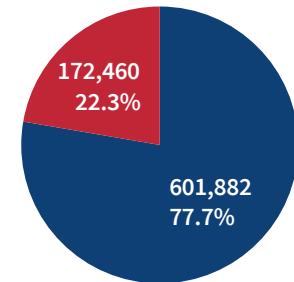
Respondents and other Interested Parties responding to this RFI should address the following topics and questions associated with Community Engagement Compliance Verification. Please note, Respondents are encouraged to submit narrative responses to any or all questions, and it is not mandatory to respond to each question or each sub-part of each question.

- A. The Verification Group includes Medicaid expansion group members and applicants whose compliance with the community engagement requirements cannot be verified through data and the automated solution within the existing system. The Verification Group is the group below identified as "Requires assessment" and is made up of those individuals that ODM has insufficient data on to complete an automated review within the existing ODM systems.

General view of the individuals in Group VIII as of July 2025 eligibility

Category	Count	Percent Total
Individuals that meet statutory requirements	601,882	77.7%
Working	329,397	42.5%
Age	350	<0.1%
Medically frail or disabled	142,662	18.4%
Parent of a child aged 13 or younger	16,653	2.2%
Pregnant, incarcerated, or former foster care	14,940	1.9%
Other qualifying activity	23,382	3.0%
Other Medicaid eligibility	74,498	9.6%
Requires assessment	172,460	22.3%
Total Population	774,342	100.0%

Group VIII Composition



■ Meets statutory requirements
■ Requires assessment



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How would your organization address verification compliance with the community engagement requirements or verify that an individual has met an exemption to those requirements as those are specified in 42 USC 1396a(xx)? Please include the following, as applicable, along with any explanation regarding how those would satisfy applicable provisions regarding *ex parte* determinations:

- References to specific electronic databases and public resources (e.g. payroll data or payments or encounter data);
- Descriptions of workflow and staffing resources; and
- Identification of any emerging technologies available, including, but not limited to, artificial intelligence (generative or traditional), machine learning, or natural language processing (AI Technologies).

B. How would your organization perform the following tasks?

1. Utilizing electronic databases and public records to perform the verification set forth in Part A above.
2. Preparing actionable data that can be managed via application programming interfaces (APIs) or other automated systems where the data will be integrated into and directly accessible to users of Ohio Benefits, without additional work activities from ODM staff.
3. Minimizing and resolving errors in identifications of non-compliance, including any frameworks for monitoring and oversight of AI Technologies. Describe your AI governance capability, including maintaining audit logs of AI-driven decisions, implementing bias detection controls, and ensuring human oversight of critical outputs.
4. Ensuring data privacy and security, including compliance with the Health Information Portability and Accountability Act (HIPAA), Ohio Revised Code §5160.45, 42 CFR Part 431 Subpart F, 45 CFR 155.260 et. seq., State of Ohio Data Security and Privacy terms, and other applicable privacy and

security laws and regulations. Describe your data security capability, including encryption standards, key management practices, compliance with NIST SP 800-53/800-57 controls and frameworks including ARC-AMPE, FedRAMP, or StateRAMP, and details of independent audits or certifications (SOC 2, HITRUST, ISO 27001).

5. Utilizing staffing resources as permitted under Office of Personnel Management Guidance at 90 FR 11659. <https://www.federalregister.gov/documents/2025/03/11/2025-03799/certifying-the-use-of-a-merit-personnel-system-as-required-by-the-intergovernmental-personnel-act-of>

C. Additional features to consider. How would your organization's proposed system or processes incorporate the following features for this compliance verification work?

1. User Authentication: Secure login options including multi-factor authentication.
2. Document Upload and OCR: Allow recipients to upload supporting documents with automatic data extraction.
3. Notifications and Alerts: Automated reminders for recipients and alerts for caseworkers.
4. Language Accessibility: Multilingual support to accommodate diverse populations.
5. Accessibility Compliance: ADA and WCAG 2.1 compliance for users with disabilities.
6. Audit Trail: Full traceability of data access and changes.
7. Fraud Detection: Built-in mechanisms to flag suspicious or inconsistent data.
8. Cloud Hosting and Scalability: Ability to scale based on user volume and demand.
9. Automated Data Exchange: Minimal to no manual intervention required for data transfer.
10. Reporting and Analytics: Customizable dashboards and reports for compliance tracking, audit support, and performance monitoring.

D. Describe, in general, your organization's proposed approach to pricing models for performing services related to Community Engagement Compliance Verification.

3.2 Trade Secrets Prohibition; Public Information Disclaimer

Respondents are prohibited from including any trade secret information, as defined in the Ohio Revised Code (ORC) § 1333.61, in their submissions in response to any RFI. ODM shall consider all responses voluntarily submitted to be free of trade secrets, and such responses if opened by ODM will, in their entirety, be made a part of the public record, and shall become the property of ODM, pursuant to ORC § 149.43. Responses to this RFI are to contain general descriptions of methods, technological solutions, or services that would serve the State's needs; ODM seeks nothing as detailed as the sort of information that might be considered proprietary in nature.

Section IV. Format and Submission Procedures

4.1 Response Formatting

In the interest of time, ODM has a strong desire to receive and review condensed, content rich responses from Respondents ("Response"). To meet this objective, ODM has established a structured format for Responses to the RFI. Each Response should indicate the question by number and provide a brief narrative. Responses should be submitted as one single, searchable .pdf document. If the Response's size necessitates more than a single .pdf document to contain the entire Response, Respondents must use the fewest separate .pdf documents possible.

4.2 Response Submission

Respondents must submit their materials electronically through OhioBuys. Responses must be received by ODM no later than **4:00 p.m. EST** on **October 29, 2025**. Faxed or e-mailed submissions will not be accepted. Responses submitted via any method other than as provided herein will not be considered. All Responses must be received by ODM by the posted submission deadline, date and time. **No exceptions will be made.**

Thank you for your efforts to provide ODM with your suggestions, comments, and relevant information to assist with this project.