National Center for Benefits Outreach and Enrollment (NCBOE)
Funding Opportunity Announcement
Frequently Asked Questions

Last Updated: May 13, 2020

Q1: Is there an expectation of two web-based tools, one for the full range of benefits for which individuals to determine eligibility for federal and state programs and a second one to provide integrated care decision support tool that includes integrated care?

A: The NCBOE grantee is expected to develop, maintain, and update web-based decision support and enrollment tools and integrated, person-centered systems designed to inform older adults and individuals with disabilities about the full range of benefits for which they may be eligible under federal and state programs. Additionally, the grantee should maintain access to an online integrated care decision support tool that allows the network to enhance their counseling activities with up-to-date, state-specific and searchable information. These could be the same tool or a variety of tools. ACL asks that the applicants draw upon their expertise to determine what web based solutions would be most beneficial to consumers and service agencies.

Q2: Could you please expand on what is meant by healthcare options to address health and social needs to support beneficiaries' independence at home and the community? Does ACL want a tool to inform beneficiaries on Medicare Advantage, Dual – Special Needs Plans and PACE, in general?

A: The intent of the tool is to consider all of the needs of the individual and help them make the best choices according to their preferences, values and needs. The tool should identify and provide education on the following healthcare options available through healthcare providers and health plans:

- Programs of All-Inclusive Care for the Elderly (PACE), available in 31 states
- Medicare Advantage Special Needs Plans (DSNPs, CSNPs, ISNPs)
- Medicare Advantage Plans with Supplemental Benefits, particularly those addressing Social Determinants of Health
- Financial Alignment Initiative Demonstrations available in CA, IL, MA, MI, MN, NY, OH, RI, SC, TX, WA
- Accountable Care Organizations (ACOs) in multiple areas

Q3: Can you please expand on the requirement for an online integrated care decision support tool, with up-to-date, real-time, state-specific and searchable information? Is the request for a few states? Will this link up with the CMS Medicare Plan Finder tool?

A: ACL seeks a tool to increase network counselors' knowledge and provision of person-center counseling to beneficiaries on integrated care options available in their geographic service area. It should be updated annually when plans change at minimum.

The grantee and ACL will work together to identify three states to pilot the integrated care tool. ACL asks the applicants to propose the functionality that makes the most sense based on their expertise and describe what they believe is possible.

ACL does not administer the Medicare Plan Finder (MPF) tool and cannot require a link between sites. While MPF offers Original Medicare and Managed Care Plans, it lacks integrated options like PACE.

Q4: When ACL requests support by a help desk, is this for the integrated care plan tool or all web-based tools?

A: All web based tools should provide functionality that would allow the user to contact someone with questions related to the tool. This could be an email, phone number, etc.

Q5: Do we need a Workplan for 3 or 5 years?

A: Some of the language in the FOA is standard template language. Most ACL grants are 3 year awards and appears as template language. This is a 5-year grant and applicants need to submit a 5-year project narrative and 5-year work plan.

Q6: Do I need to provide indirect cost agreements for subgrants and subcontracts?

A: If any sub-contractors or sub-grantees are requesting indirect costs, copies of their indirect cost agreements must also be included with the application. If you plan to compete the dollars and award the subcontracts during the grant period, then you need to submit their indirect cost agreements at that time (if necessary).

Q6: Is the due date 6/30/2020 or 6/2/2020? I've seen both listed on materials.

A: Applications are due June 2, 2020 as listed on grants.gov. All materials are being updated to list the correct date.