



**ANNOUNCEMENT**  
**Washington Health Benefit Exchange (WAHBE)**  
**Request for Responses (RFR) 21-001**  
**Presiding Officers for WAHBE Appeals**

WAHBE, in accordance with 45 CFR 155, must provide customers who disagree with certain decisions regarding health insurance coverage and cost-sharing eligibility determination, the opportunity to dispute such decisions. To resolve disputes in a fair and impartial manner, WAHBE is required to provide qualified Presiding Officer(s) to review disputes, adjudicate administrative hearings and provide appropriate, legally-sound determinations.

On April 5, 2021, WAHBE initiated RFR 21-001 for the purpose of acquiring qualified Presiding Officers to provide the necessary services.

Successful Vendor(s) will:

- serve as the Presiding Officer(s) for dispute appeals of the HPF's eligibility determinations, as authorized under 45 CFR 155.
- preside over additional hearings or disputes, as appropriate and upon request.

Presiding Officers must:

- have strong empathetic, relational skills and be able to successfully accommodate various cultural, language, mental health, medical, and physical needs of disputing customers/appellants.
- have a level of professional and technical competence about law, applying facts to law, and caseload management.
- be available to adjudicate cases with little advance notice, meet deadlines, and meet or exceed the performance expectations as outlined herein.
- be available to provide services no less than 10 hours per week and up to 40.
- coordinate and communicate timely with WAHBE General Counsel and Appeals Program staff as needed.

Contracts resulting from this RFR will begin on or around July 1, 2021 and will end on June 30, 2023. WAHBE, at its sole discretion, may extend the period of performance through June 30, 2026 in whatever time increments WAHBE deems appropriate.

The RFR is available for download at <https://pr-webs-customer.des.wa.gov/>. Additional materials or any addenda regarding this RFR, if needed, will be made available at this same website. Vendors are encouraged to check often for addenda and other materials that may be posted.

Responses are due to the RFR Coordinator no later than May 7, 2021 at 3:00 p.m. PT.

For further information, please contact the RFR Coordinator:

Erin Hamilton, CPPB

WAHBE Procurement Manager

[contracts@wahbexchange.org](mailto:contracts@wahbexchange.org)

Phone: (360) 688-7700