



NEW MEXICO HUMAN SERVICES DEPARTMENT
P.O. Box 2348
Santa Fe, New Mexico 87504-2348

Bill Richardson
Governor

Kathryn Falls
Secretary

Media contact: Betina Gonzales McCracken

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News Release

NM Human Services Department Issues Request for Proposals for Replacement of Client Eligibility System

Santa Fe – The New Mexico Human Services Department has issued a Request for Proposals (RFP) from qualified organizations to design, develop and implement a replacement eligibility system for the Income Support Division. The current system, ISD2 (Integrated Service Delivery 2) is an automated eligibility determination, benefit delivery, and case management system that supports the administration of HSD’s public assistance programs including; the Temporary Assistance for Needy Families (TANF) Program, the Supplemental Nutrition Assistance Program (SNAP), the Low-Income Home Energy Assistance Program, as well as 30 categories of Medicaid.

“Replacing the current client eligibility system, which is 25 years old, is of utmost importance to the Department and the people it serves,” said Katie Falls, HSD Secretary. “We are looking for a state-of-the-art system that will be responsible for ensuring that nearly 800,000 people are properly deemed eligible for programs. And as we get closer to the implementation of the federal Patient, Protection and Affordable Care Act (PPACA), the system will be even more important to handle the thousands of currently uninsured people who will qualify for Medicaid. ”

The new client eligibility system will need to interface with the Health Insurance Exchange(s) that will be set up for individuals and businesses to purchase health coverage by January 1, 2014. “This is a very tight timeframe the State is under to replace the current system and be prepared for a critical portion of the federal health care act,” said Falls.

The RFP gives the offerors two options for proposals. First, is to propose the implementation of a complete system, to be implemented by January 1, 2014. This is the preferred option. Second, the offeror can provide an alternative solution, which includes the Medicaid eligibility portion deployed and in production by January 1, 2014, and the other portions of the complete system deployed no later than January 1, 2015.

The RFP can be found on the HSD website at <http://www.hsd.state.nm.us/isd/ISD2ROfficialRelease.html> and are due back to the department by close of business March 8, 2011.

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