

Bid Opportunity for Conducting Habilitation Support Waiver and Autism Spectrum Disorder Coordination Services across Mid-State Health Network

Purpose

This document outlines the Prepaid Inpatient Health Plan (PIHP) Habilitation Supports Waiver and Autism Spectrum Disorder Coordination function that may be provided by one of the Community Mental Health Service Program (CMHSP) Participants on behalf of Mid-State Health Network (MSHN), and details the bid process for this function.

Project Details

Bidder Expectations

- From the time that a bid is announced, no communication from a prospective bidder to any other CMHSP Participant regarding this bid opportunity will occur other than as facilitated by MSHN (in this case communication with the current contract Bay-Arenac Behavioral Health is permissible to gain further understanding of the current contract requirements and expectations..
- Bids should be based on “*actual cost*” to provide the function by the CMHSP Participant. Profiteering or undercutting the bid process is against the principles of MSHN.
- Proposals will be written and emailed to MSHN by the communicated due date, provided in Adobe Acrobat (.pdf) files, and will be reviewed by the MSHN Executive Staff and Operations Council as necessary. Additional Q&A and/or demonstration opportunities will be scheduled as requested.
- While there are no page limit requirements, please only include meaningful information that informs/aids the evaluation and bid-selection process.

General Bidder Requirements

All CMHSP bidders wishing to perform a retained PIHP function on behalf of MSHN will provide the following in their *written* proposal:

- A description of how the bidder will fulfill the requirements of the retained function, including:
 - A description of staffing capacity and competency to perform the required function (A sample job description is included as Attachment A);
 - A delineation of the processes, flowcharts, timelines, and expectations that assure compliance with approved MSHN policies/procedures and MDCH expectations as outlined in Attachment B; and
 - A description of how the bidder will engage collaboratively with CMHSP Participants and the PIHP staff (as applicable) to meet the retained requirement.
- Identification of any assumptions, constraints, risks or dependencies;
- The cost to the PIHP for the provision of this service for the term of the retained function period ending on September 30th, 2015 (this contract term may exceed one year if mutually agreed to). This need to be an estimate of actual costs based on expected response rates and estimated time required;

- Bidders must disclose any intention to subcontract any part of the retained function, and what percentage of the work will be performed by a subcontractor;
- Assurance of on-going communication with MSHN regarding contract requirements for the function and coordination on behalf of the PIHP for CMHSP Participants;
- An outline of the types of validation and reporting that will be employed to confirm CMHSP Participant data accuracy, completeness, and quality;
- How the bidder will provide feedback from validation/monitoring activities to CMHSP Participants (if applicable)
- A description of the compliance and sanction notification process, including how the CMHSP bidder will provide reports to the MSHN Chief Compliance Officer to maintain monitoring and oversight (if applicable);
- Provision of summary information from external reviews or evaluations (such as HSAG or accrediting bodies) related to previous performance on the retained function area.

Specific Retained Functions Proposal Requirements

Habilitation Supports Waiver Coordination

1. Recommend policies, procedures and workflow necessary to effectively achieve the goals of the contract.
2. Act as an information conduit between MDCH, MSHN and CMHSP on all HSW matters.
3. Collaborate with MSHN CMHSPs Participants in the coordination of 1637 HSW slots including submission of all HSW applications (assuring appropriate prioritization and waiting list management), review packets prior to submission to MDCH and follow MDCH and MSHN expectations regarding the priority of HSW slot allocation assure assignment is made to the person with highest documented needs.
4. Assist in the compilation and submission of requested proof documents to MDCH for CMS indicators, for HSW beneficiaries, which include but are not limited to:
 - a. Behavior Treatment Plan monitoring via the BTRC spread sheet which is completed by the CMHSP then sent to MSHN contractor for compilation and submission to MDCH on a quarterly basis (once fully implemented by MDCH.)
 - b. Sentinel event reporting (completeness, accuracy, and remediation);
 - c. Random sample of clinical and administrative documents for randomly selected HSW beneficiaries upon recertification;
 - d. Remediation of all MDCH site review citations, random sample recertification packet reviews as determined by MDCH on a quarterly basis.
5. Maintain MDCH HSW Web-based portal via reviewing and approving data entered by CMHSPs on a weekly to daily basis.
 - a. Entering in HSW application information based on packets reviewed and submitted by CMHSPs;
 - b. Approving recertification, activity status updates, enrollment updates, service plan updates, and guardian consent updates. Contacting CMHSP designees as needed for clarification.
6. With the MSHN Chief Compliance Officer, coordinate MDCH site review of HSW sections and be present (as desired by the CMHSPs).
7. Assist in the development of the MSHN plan of correction and provide remediation of all MDCH HSW site review citations, and facilitate provision of random sample recertification packets as determined by MDCH on a quarterly basis.
8. Provide training for regional HSW designees as requested on related to policies/process, paperwork, compliance expectations, WSA portal, HSW reports, etc.
9. Collaborate with CMHSPs and facilitate with MDCH to determine if/how to proceed with an HSW beneficiary moving from one county to another – within and outside of MSHN.
10. Provide monthly reports to the MSHN contract designee regarding HSW enrollment, waiting list status, timeliness assurances, and payment recoupment status.

Autism Spectrum Disorder Coordination

1. Recommend policies, procedures and workflow necessary to effectively achieve the goals of the contract.
2. Act as an information conduit between MDCH, MSHN and CMHSP on all ASD matters.
3. Collaborate with MSHN CMHSPs Participants for submission of all ASD applications, review packets prior to submission to MDCH and follow MDCH and MSHN expectations for submission and documentation.
4. Maintain MDCH ASD Web-based portal via reviewing and approving data entered by CMHSPs on a weekly to daily basis.
 - a. Entering in ASD application information based on packets reviewed and submitted by CMHSPs;
 - b. Approving recertification, activity status updates, enrollment updates, service plan updates, and guardian consent updates. Contacting CMHSP designees as needed for clarification.
5. With the MSHN Chief Compliance Officer, coordinate MDCH site review of ASD activities and be present (as desired by the CMHSPs).
6. Assist in the development of the MSHN plan of correction and provide remediation of all MDCH ASD site review citations.
7. Provide training for regional ASD designees as requested on related to policies/process, paperwork, compliance expectations, WSA portal, etc.
8. Collaborate with CMHSPs and facilitate with MDCH to determine if/how to proceed with an ASD beneficiary moving from one county to another – within and outside of MSHN.
9. Provide monthly reports to the MSHN contract designee regarding ASD enrollment, timeliness, system capacity and service provision status.

Quality Standards

- The contract shall assure achievement of quality standards as outlined in the MDCH-PIHP contract pertaining to HSW and ASD coordination.
- The contractor will provide timely communication and performance reports and communications to the MSHN designee/MDCH sufficient to achieve the goals of the program.
 - 98% HSW slot occupancy;
 - Timeliness standards are met in accordance with the Michigan Mission-Based Performance Indicator System, or as otherwise defined;
 - Recoupment management that improves performance over QTR 1, 2014 baseline, and assures 95% verification and clarification of all recoupments at a CMHSP level.
- The contractor will achieve a high level of collaboration and satisfaction in planning and coordination of service among CMHSP Participants of the region.

Budget

Financial Budget

The budget shall provide sufficient detail to address:

1. Direct costs including:
 - a. Personnel costs (FTEs allocated, wages, benefits)
 - b. Dedicated office equipment
 - c. Office supplies
 - d. Professional Development
 - e. Travel
 - f. Other (please define)

2. Indirect costs (which may include supervision, IT support, finance functions as necessary to support the contract, etc.)

Payment Schedule: The contractor is expected to bill MSHN monthly for actual expenses incurred during the period covered. MSHN will make payment within 60 days of invoice receipt.

Performance Measurement

- 98% HSW slot occupancy;
- Timeliness standards are met in accordance with the Michigan Mission-Based Performance indicator System, or as otherwise defined;
- Recoupment management that improves performance over QTR 1, 2014 baseline, and assures 95% verification and clarification of all recoupments at a CMHSP level;
- A minimum of 90% performance on external (HSAG/MDCH) monitoring activities;
- 100% achievement of all plan of correction activities defined in response to external review reports; and
- 90% of CMHSP Participants report satisfaction with MSHN HSW/ASD coordination and customer service.

Selection Criteria

- 1) The prospective contractor provides evidence of competency and capacity to perform the functions defined herein.
- 2) Bidder support for defined requirements are sufficient to demonstrate capacity to achieve the stated program goals and performance requirements.
- 3) If the selection is competitive and all other factors are equal, the contract will be awarded to the bidder with the proposal of best value. If the proposal is not competitive and reflects requirement for one FTE or greater the proposal will be considered relative to the projected expense for MSHN to directly staff the function.

Terms and Conditions

Contract Term: It is expected that the contract will commence at a mutually agreeable date no later than October 1, 2014 and continue through September 30, 2015. The term may be extended by mutual agreement provided all contract terms and met.

Contract Scope: The successful bidder will assure sufficient capacity to provide coordination and support across the MSHN Region as defined in the Operating Agreement.

Primary Point of Contact: The contractor shall designate, through MSHN, a primary point of contact for purposes of HSW/ASD Coordination. The provider shall have a plan for continuity of services and redundancy, for any periods of leave, or should a change in personnel occur. The Contractor shall notify MSHN within 5 business days of a vacancy in the HSW/ASD Coordination. This notification must include the reassignment of this position to a new primary point of contact who is appropriately qualified and competent to assume the functions on a temporary or long-term basis.

Communication with MDCH: It is imperative to establish specific channels of information in order to prevent duplication of communication and efforts. All HSW and ASD information is to be sent through the PIHP and/or the designated Contractor in order to maintain open communication and collaboration regarding HSW/ASD matters. All communication containing Protected Health Information is to be encrypted prior to sending to any party.

Bidder Requirements

1. The bidder must be a qualified CMHSP Participant within the MSHN Region.
2. The bidder must be in good standing with their PIHP/CMHSP contract at the time of contract award.
3. The bidder must provide assurance of appropriate liability insurance.
4. The bidder must provide evidence of appropriate staff qualification/licensure to perform the essential duties of the agreement.

Bid Procedure

1. The bidder shall provide a hard or e-copy of the proposal and all required attachments no later than **5:00pm, May 23, 2014.**
2. Attachments shall include:
 - a. Designation of the primary point of contact and a related resume;
 - b. A budget proposal as defined; and
 - c. Other support materials necessary to demonstrate the bidder's competency and capacity to achieve the goals and performance requirements of this proposal.

Contacts

1. All questions should be submitted in writing by e-mail.
2. Questions and proposals should be directed to:

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