

Request for Proposal

**FOR COMMUNITY NAVIGATOR TO SERVE MEMBERS IN:
BRUNSWICK, CRAVEN, COLUMBUS, NEW HANOVER,
ONSLow AND PENDER COUNTIES.**

JUNE 28TH, 2019

This solicitation should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Transforming Lives



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ACCREDITED
Health Network
Expires 03/01/2022



ACCREDITED
Health
Utilization
Management
Expires 03/01/2022



ACCREDITED
Health Call Center
Expires 03/01/2022

EXECUTIVE SUMMARY

Trillium Health Resources is a Managed Care Organization (MCO)/Local Management Entity (LME) that oversees publicly funded behavioral health, substance use, and intellectual/developmental disability (IDD) services for 26 counties in eastern N.C. The mission of Trillium is "Transforming the lives of people in need by providing them with ready access to care."

The primary purpose of this RFP is to meet a need for Community Navigator (T2041[U1]) in the counties of BRUNSWICK, CRAVEN, COLUMBUS, NEW HANOVER, ONSLOW AND PENDER Counties. This will ensure access to services in this region, particularly for those in need of Community Navigator services.

GENERAL/BACKGROUND INFORMATION

Trillium has identified a need for Community Navigator services in the counties noted above in the Trillium Catchment area.

Trillium will work closely with the selected provider(s) to ensure that the services are being provided as clinically indicated. The provider must participate in routine monitoring by Trillium's Network staff and additional reviews as needed to ensure compliance with state and Medicaid standards.

Community Navigator is a service that is available under the Innovations Waiver. The purpose of Community Navigator Services is to promote self-determination, support the individual in making life choices, provide advocacy and identify opportunities to become a part of their community. Community Navigator provides support to individuals and planning teams in developing social networks and connections within local communities. Community Navigator Services also emphasizes, promotes, and coordinates the use of generic resources to address the individual's needs in addition to paid services. Community Navigator provides an annual informational session on self-Determination and self-Direction. Individuals and legally responsible persons may choose to opt out of this requirement. These services also support individuals, representatives, and the managing employers by providing assistance to those that direct their own waiver services.

SCOPE OF WORK

The goal of this RFP is the successful development of Community Navigator services in the following counties: Brunswick, Craven, Columbus, New Hanover, Onslow AND Pender. Providers may apply to provide services in one or more of the counties listed above, but no other counties may be targeted for this selected RFP. Please indicate county selections in your application.

Awards may be made to multiple providers. This is a Medicaid-funded service.

Applicant must be a currently contracted provider with Trillium Health Resources and meet all requirements of the Community Navigator Service Definition.

COMPLIANCE

The selected provider **MUST** agree to:

1. Complete steps to demonstrate readiness to provide these services effective September 1st 2019:
 - a. Hire and train staff (refer to Clinical Coverage policy 8-P):
 - b. Obtain equipment needed for provision of services.
2. Provide weekly updates on progress to the Trillium Project Manager until the project is complete and service provision has been implemented. Updates are to be provided via email to the Project Manager.
3. Comply fully with the following:
 - a. Clinical Coverage Policy 8-P and N.C. GS 122C
 - b. APSM 45-2: "Records Management and Documentation Manual"
 - c. APSM 95-2: "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
 - d. 42 CFR, Part 2
 - e. HIPAA
 - f. Maintaining accreditation
 - g. Any applicable local, state, and federal regulations
 - h. The Trillium Health Resources Benefit Plan
 - i. Submission of TARs and claims in accordance with the Medicaid Benefit Plan
 - j. PCP Instruction Manual
 - k. The Trillium Health Resources Provider Manual
4. Establishment as a legally constituted entity capable of meeting all the requirements of the Provider Certification, Communication Bulletins, and Service Implementation Standards;
5. Comply with all applicable federal and state requirements. This includes the North Carolina Department of Health and Human Services statutes, rules, policies, communication bulletins, and other published instructions.
6. Comply with the North Carolina Health Information Exchange Authority (NC HIEA) Healthcare provider information exchange guidelines and implementation timelines documented here <https://hiea.nc.gov/>

Questions & Answer (Q&A) Submission Deadline	July 3, 2019
Please use the link to submit Questions	
Q&A results posted on Trillium website	July 12, 2019
Proposal Submission Deadline	July 24, 2019
RFP Award Notification	August 2, 2019
Date work to begin (projected)	September 1 2019

***All timelines are tentative and subject to change

Written questions concerning this RFP will be received until **July 3, 2019** at 11:59p.m. Eastern Daylight Time. **They must be sent via the [Questions](#) link.**

It is important that all interested applicants for this application periodically check Trillium's website, www.trilliumhealthresources.org, for any updates that may be issued prior to the application closing date.

ELIGIBILITY REQUIREMENTS

- 🌱 Applicant must be current in network provider.
- 🌱 Applicant must be licensed/certified in North Carolina, if applicable.
- 🌱 Applicant must be accredited, if applicable
- 🌱 Applicant must be directly enrolled with Medicaid and have their own Medicaid Provider Number (MPN) and National Provider Identifier (NPI). This includes enrollment in NC Tracks.
- 🌱 Applicant does not have any unresolved sanction(s) issued including but not limited to the following:
 1. LME-MCO: Contract termination or suspension, referral freeze, unresolved plan of correction, outstanding overpayment, prepayment review, payment suspension.
 2. DHB: Contract termination or suspension, payment suspension, prepayment review, outstanding final overpayment.
 3. DMH/DD/SAS: Revocation, unresolved plan of correction.
 4. DHSR: Unresolved Type A or B penalty under Article 3, active suspension of admissions, active summary suspension, active notice of revocation or revocation in effect.

5. U.S. Internal Revenue Service/NC Department of Revenue: Unresolved tax or payroll liabilities.
 6. NC Department of Labor: Unresolved payroll liabilities.
 7. NC Secretary of State: Administrative Dissolution, Revocation of authority, notice of grounds for other reason, or revenue suspension. Providers organized as a corporate entity must have a "current-active" registration with the NC Secretary of State.
 8. Boards of Licensure or Certification for the applicable Scope of Practice.
 9. Must not have outstanding program integrity or network sanctions with Trillium Health Resources.
- 🌱 Applicant must adhere to all regulatory requirements listed in the above "Compliance" section.
 - 🌱 Selected provider must adhere to all program, staffing, and training requirements set forth in Clinical Coverage Policy 8-P and N.C. GS 122C
 - 🌱 Selected provider must adhere to all regulatory requirements listed in the above "Compliance" section.

FORMATTING REQUIREMENTS

Trillium's goal is to review all proposals. However, this goal must be balanced against Trillium's obligation to ensure equitable treatment of the received proposals. **For this reason Trillium has established the following formatting requirements. If you do not adhere to these requirements, your proposal will be screened out without review.**

- 🌱 All proposals must be submitted electronically through the [APPLICATION LINK](#).
- 🌱 Any attachment pages must be typed in black, double-spaced, using a font of Times New Roman 12, with 1" margins.
- 🌱 Any specified page limits cannot be exceeded.
- 🌱 Applicants must use the sections/headings listed under Required Proposal and place the required information in the correct section.
- 🌱 Black print should be used throughout your application, including any charts and graphs.
- 🌱 Materials with printing on both sides will be excluded from review.
- 🌱 Attached pages should be clearly labeled and numbered consecutively from beginning to end so that information can be located easily.

REQUIRED PROPOSAL COMPONENTS

The following questions will require answers in your agency's RFP response in **(Please scan all documents in ONE ATTACHMENT ONLY)**:

- ▲ **Face Sheet (provided as part of the electronic application)** - organizational information such as legal name, employer/taxpayer number, address, contact information for leadership, etc.
- ▲ **Cover Letter (attachment)**
 - Summary of proposed project and intent to submit proposal
 - Summary description of strategy/plan and how it meets project goals and measurable objectives
 - Letter must be signed by an **officer** of the company
 - There is a one (1) –page limit for this document
 - PDF-files preferred
- ▲ **Project Narrative (provided as part of the electronic application and attachment- including all 3 sections listed below and supporting documentation, as needed)**
 - **Section A: Company/Organizational Information**
 - ▲ Description of the company and its professional history as it relates to the services sought under this RFP
 - ▲ Three external references from clients who have received similar services within the past five years. Offers proposing to use subcontractors for significant portions of the scope of work must also include three external references for each subcontractor.
 - ▲ Licensing and/or bonding information and copy of accreditation documents
 - ▲ Complete copies of the organization's last fiscal year's financials including the audit opinion, the balance sheet, statements of income, retained earnings, cash flows, management letters, and the notes to the financial statements OR
 - ▲ If independently audited financial statements do not exist, the provider/vendor should state the reason and submit sufficient information to be evaluated
 - **Section B: Project Plan**
 - ▲ Description of what is being proposed and how it will be accomplished, as related to the intent of the RFP.
 - There is a 1500 word limit for this document
 - ▲ Provide a timeline for the service or project that will serve as the basis for monitoring progress and adjusting activities as necessary.
 - There is a one-page limit for this document.
 - Please include the following information in your timeline:
 - » All activities required to accomplish the key objectives of the project.

- » Target dates for the proposed activities, where appropriate
 - » Information on the proposed start and completion dates of the key objectives and activities
 - » Technical Specifications including any equipment, software, facility impact, etc., if applicable
 - » Installation and Maintenance plans, if applicable
 - » Project Management, including Performance Management and Security/Fault Management, if applicable
 - » Education/Training and Supervision
- **Section C: Personnel**
 - ▲ Provide comprehensive organizational chart of personnel positions for the project/service, including the CEO and any other executive/leadership positions, to reflect the role of each position, their level of effort and qualifications.
 - ▲ Please include job descriptions for the following, ensuring they meet criteria outlined in Clinical Coverage Policy 8-P.
 - ▲ Personnel charts for any subcontractors used, if applicable.

PROPOSAL EVALUATION INFORMATION

- ▲ All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed incomplete will be eliminated from further review.
- ▲ Trillium staff may contact the provider/vendor for clarification of any response.
- ▲ Complete proposals will be evaluated on the factors that have been assigned a point value. The proposal will be reviewed and scored according to the quality of your response to the requirements in Sections A-C. The responsible provider(s)/vendor(s) with the highest score(s) will be selected as a finalist or the finalist based upon the proposals submitted.
- ▲ It is Trillium's intent to award this service to the most qualified applicant(s), though Trillium reserves the unlimited right to not make an award based upon this RFP.
- ▲ Finalist providers/vendors may be asked to submit revised proposals or make a presentation for the purpose of obtaining best and final offers. If so, points will be recalculated accordingly, and points awarded will be added to the previously assigned points to attain a final score.
- ▲ The responsible provider/vendor whose proposal is most advantageous to Trillium, while taking into consideration the evaluation factors, will be recommended for contract award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.

- 🌱 Recommendations will be made to Executive Management who has the final decision-making authority.

ADMINISTRATIVE INFORMATION

🌱 Award Notices

- All organizations will receive notification from Trillium when awards are determined.

🌱 Administrative Requirements

- The organization awarded the RFP must comply with all terms and conditions of the awarded contract. These terms and conditions will be provided in the award contract for signature.
- The awardee will be held accountable for the information provided in the proposal relating to performance targets. Trillium will consider the organization's progress in meeting goals, objectives and schedules based on the contracted criteria. Failure to meet stated goals, objectives and schedules may result in suspension or termination of the contract, or in reduction, withholding and/or repayment of funding.

TRILLIUM CONTACT INFORMATION

FOR TECHNICAL QUESTIONS RELATED TO SUBMISSION OF THE ELECTRONIC APPLICATION CONTACT:

Department: Network Services Support
Address: 201 W First St, Greenville NC 27858
Phone Number: 866-998-2597
Email Address: NetworkServicesSupport@TrilliumNC.org

ATTACHMENTS

All attachments should be labeled and all pages should be consecutively numbered in order to avoid confusion.