

Request for Proposal For Level III Residential Service

TO SERVE MEMBERS IN: BRUNSWICK, JONES, NEW HANOVER, ONSLOW, PENDER & PITT COUNTIES. (ONLY FOR THE SPECIFIED TARGET POPULATION)

AUGUST 3, 2020

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.



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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 (Trillium) is a Local Management Entity /Managed Care Organization (LME/MCO) that oversees publicly funded mental health, substance use, and intellectual/developmental disability services for 26 counties in eastern North Carolina. The mission of Trillium is “transforming lives and building community well-being through partnership and proven solutions.”

GENERAL/BACKGROUND INFORMATION

Trillium identified a need for Level III Residential Services homes. We are recruiting one site per county listed for each specified target population below:

Specific Population	Counties Open
Licensed Level III Residential for MALES age 14-18 who are involved with the Department of Juvenile Justice (DJJ). Members eligible must have a mental health or substance use diagnosis with no borderline or lower intellectual functioning.	New Hanover Pitt Onslow Brunswick
Licensed Level III Residential for FEMALES age 14-18 who are involved with the Department of Juvenile Justice (DJJ). Members eligible must have a mental health or substance use diagnosis with no borderline or lower intellectual functioning	Jones Pender Onslow
Licensed Level III Residential for MALES age 10-14 who are involved with the Department of Social Services (DSS). Members eligible must have a mental health or substance use diagnosis with no involvement with Department of Juvenile Justice.	New Hanover Pitt Onslow
Licensed Level III Residential for FEMALES age 10-14 who are involved with the Department of Social Services (DSS). Members eligible must have a mental health or substance use diagnosis with no involvement with Department of Juvenile Justice.	New Hanover Pitt

Trillium will work closely with the selected provider(s) to ensure the services will be 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.

SCOPE OF WORK

The goal of this Request for Proposal (RFP) is to meet the need for **Level III Residential Services** providers in order to ensure member access to the service in the following counties: **Brunswick, Jones, New Hanover, Onslow, Pender and Pitt for the specified target population.**

Providers may apply to deliver services in one or more of the counties and identified population listed above, but no other counties may be targeted for this selected RFP.

Awards may be made to multiple providers. Trillium will provide Medicaid funding for this service in the identified counties. No start-up funding available.

Applicants must meet all requirements of the Level III Residential Home Services as it pertains to [8D-2, Residential Treatment Services](#) .

COMPLIANCE

The selected provider **MUST** agree to:

1. Complete steps to demonstrate readiness to provide Level III Residential services.
 - a. Hiring and Training Qualified Staff: The minimum requirements are: a high school diploma or GED, associate degree with one (1) year of experience, **OR** a four-year degree in a human service field; **OR** a combination of experience, skills, and competencies that is equivalent.
 - i. Skills and competencies of this service provider must be at a level that offers psychoeducational and relational support, behavioral modeling of interventions, and supervision. These preplanned, therapeutically structured interventions occur as required and outlined in the beneficiary's service plan.
 - ii. Must meet requirements established by state personnel system or equivalent for job classifications. Supervision provided by a qualified professional as stated in 10A NCAC 27G.0104 rules regarding professionals and paraprofessionals.
 - b. Complete credentialing requirements and receive credentialing approval.
 - c. Obtain all equipment needed for provision of services.
 - d. Show proof of all trainings outlined in Clinical Coverage Policy 8D-2.
2. Comply fully with the following:
 - a. Clinical Coverage Policy 8D-2: Residential Treatment Services
 - b. 10A NCAC 27G
 - c. APSM 45-2: "Records Management and Documentation Manual"
 - d. APSM 95-2: "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
 - e. 42 CFR, Part 2
 - f. HIPAA

- g. Maintaining Accreditation (if applicable)
 - h. Any applicable local, state, and federal regulations
 - i. Trillium Health Resources Benefit Plan
 - j. Submission of Treatment Authorization Requests (TARs) and claims in accordance with the Medicaid Benefit Plan
 - k. Person-Centered Plan Instruction Manual
 - l. Trillium Health Resources Provider Manual
3. Be established as a legally constituted entity capable of meeting all the requirements of the Provider Certification, Communication Bulletins, and Service Implementation Standards;
 4. 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.
 5. If applicable, 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/>
 6. Provide weekly updates on progress to the Trillium Project Coordinator until the project is complete and service provision has been implemented. Updates are to be provided via email to the Project Coordinator.

ELIGIBILITY REQUIREMENTS

- ▲ 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. Both in-network and out-of-network providers are eligible to apply.
- ▲ Applicant has not had any sanction(s) issued including but not limited to the following:
 - MCO/LME: Contract Termination or Suspension, Referral Freeze, Unresolved Plan of Correction, Outstanding Overpayment, Prepayment Review, Payment Suspension.
 - DHB: Contract Termination or Suspension, Payment Suspension, Prepayment review, Outstanding Final Overpayment.
 - DMH/DD/SAS: Revocation, Unresolved Plan of Correction.
 - 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.
 - U.S. Internal Revenue Service/NC Department of Revenue: Unresolved tax or payroll liabilities.
 - NC Department of Labor: Unresolved payroll liabilities.

- NC Secretary of State: Administrative Dissolution, Revocation of Authority, Notice of Grounds for other reason, Revenue Suspension. Providers organized as a corporate entity must have a “Current – Active” registration with the NC Secretary of State.
- Boards of Licensure or Certification for the applicable Scope of Practice.
- 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 10A NCAC 27G.

FORMATTING REQUIREMENTS

Trillium’s goal is to review all proposals; however, this goal must be balanced with Trillium’s obligation to ensure equitable treatment of the received proposals. **For this reason, Trillium has established the following formatting requirements. If the applicant does not adhere to these requirements, the proposal will be rejected and returned to the agency 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, size 12 point, 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

Please complete the online application to provide responses to the following questions.

- ▲ Introduction
 - Describe why the applicant should be awarded a contract for the service requested, from a business, professional, clinical, administrative, financial, and technical perspective.
 - Disclose any sanctions, past, or pending, under the Medicare and/or Medicaid programs, including paybacks, lawsuits, insurance claims or payouts, and

disciplinary actions of the applicable licensure boards, or adverse actions by regulatory agencies within the past five years.

▲ Project Plan

- Provide a project plan which includes how Level III Residential Services will be implemented.
- Provide a timeline for the services proposed. This timeline should include the following:
 - » All activities required to accomplish the key objectives of the project.
 - » Target dates for the proposed activities, where applicable.
 - » 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 of Staff
- Discuss any curricula that will be used to enhance the Level III Residential Services, including any evidenced-based or best practices.
- Describe any additional services requested to support a continuum of care and appropriate step-down or discharge planning for members receiving the service.
- Describe how the agency will measure outcomes for members who receive Level III Residential Services.

▲ Attachments Required

1. Cover Letter (attachment)-Letter must be signed by an officer of the company- there is a one (1)-page limit for this document
2. 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.
3. 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.
4. Organizational Flow Chart up to the ultimate owner of the holding company shall be provided; list of all parent, sister, and subsidiary entities in the entire chain of ownership. Must also include key personnel who will provide the Residential Level III Services.

5. Provide a Budget that outlines all available revenue streams.
6. NCHIE Certificate of Completion
7. Copy of Accreditation certification (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 on any response.
- 🌱 Responsive 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 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(s) or the finalist(s) 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 final scores.
- 🌱 The responsible provider/vendor whose proposal is most advantageous to Trillium, taking into consideration the evaluation factors, will be recommended for contract award. Please note, however, that a serious deficiency in response to any one factor may be grounds for rejection regardless of overall score.
- 🌱 Recommendations will then be made to Executive Management who has the final decision-making authority.

ADMINISTRATIVE INFORMATION

Timeline

Questions & Answer (Q&A) Submission Deadline Please use the link to submit Questions	August 14, 2020
Q&A results posted on Trillium website	August 28, 2020
Proposal Submission Deadline	September 30, 2020
RFP Award Notification	October 30, 2020
Date work to begin (projected)	To Be Determined

***All timelines are tentative and subject to change

Written questions concerning this RFP will be received via the [Questions](#) link and must be received by **August 14, 2020** at 11:59 PM Eastern Standard Time.

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.

Award Notices

- ▲ All applicants will receive notification from Trillium when awards are determined via posting all awards to the Trillium Health Resources webpage.

Administrative Requirements

- ▲ The providers 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 provider'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 are to be labeled and all pages should be consecutively numbered in order to avoid confusion.