

# Request for Information

BEHAVIORAL HEALTH URGENT CARE (BHUC):  
TIER III AND TIER IV

*February 12, 2020*



**Trillium**  
HEALTH RESOURCES










Transforming Lives. Building Community Well-Being.

201 West First Street  
Greenville, NC 27858-1132












## STATEMENT OF NEED

Trillium Health Resources is identifying mission-driven providers interested in the development of **Behavioral Health Urgent Care (BHUC) sites** within Trillium's 26 county catchment area divided into the following regions:

### Regions

-  Columbus/Brunswick/New Hanover/Pender
-  Onslow/Carteret
-  Craven/Pamlico/Jones
-  Pitt
-  Nash
-  Beaufort/Hyde/Tyrrell/Washington/Martin
-  Dare/Currituck
-  Northampton/Hertford/Bertie/Gates
-  Chowan/Perquimans/Pasquotank/Camden

A Behavioral Health Urgent Care (BHUC) can either be identified as a Tier III or a Tier IV.

-  A Tier III BHUC has operational hours of at least 12 hours per day, 7 days a week, and 365 days a year. At least 6 operational hours must occur after 4:00 p.m. each day. A provider who considers this model must describe the clinical disposition possibilities for members still in need at the end of each business day.
-  A Tier IV BHUC is open 24 hours a day, 7 days a week, and 365 days a year.
-  Both Tier III and Tier IV BHUC settings must be able to provide at a minimum, the following services:
  -  Involuntary Commitment (IVC) First Evaluations Capable
  -  Crisis/Risk Assessment
  -  Physical Health Screening/Medical Screenings
  -  Clinical Evaluation
  -  Psychiatric Services
  -  Referrals and Case Management
  -  Disposition & Discharge Planning
  -  Inclusion of Family or Natural Supports (as available, with consent)

## RFI REQUIREMENTS

Trillium is only interested in providers who demonstrate the capability and capacity to engage with community partners and payers in order to provide the necessary services specified in a safe, high-quality setting.

Providers who submit a letter of interest must indicate the following:

- 🌱 Tier being considered: Tier III or Tier IV
- 🌱 Detailed plan to collaborate with essential community partners and all payers to provide Behavioral Health Urgent Care services
- 🌱 High level timeline for implementation
- 🌱 Budget that outlines all available revenue streams.

Interested providers are also required to submit letters of support that include an estimated number of referrals per week from each entity within the designated crisis region.

This RFI is open to both **in-network and out-of-network providers** who provide services for both Medicaid and non-Medicaid members (if funding is available). Prior to contracting, providers must be enrolled in NCTracks. **There are no start-up funds available.**

The provider must submit letters of support from each of the following entities:

1. Sheriff's department for each county and city police, if applicable.
2. Local hospital for each covered county in the region
3. Mobile Crisis Management Provider in each county/region
4. Facility Based Crisis providers in each county/region, if applicable
5. Standard Plan payers for defined areas

Written letters of interest, along with letters of support can be submitted until close of business on **July 31, 2020**. Providers should email required information to [NetworkManagement@trilliumnc.org](mailto:NetworkManagement@trilliumnc.org)

The objective of this Request for Information (RFI) is to obtain information from interested parties. Trillium will determine if there is enough interest to engage in a formal Request for Proposal (RFP) process in each region.

This RFI is being used as a means to obtain information about providers that are capable of providing these services to Trillium members. This RFI should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an 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.