

Request for Proposal

FOR (B)(3) SUPPORTED EMPLOYMENT SERVICES

FOR I/DD PROVIDERS

MAY 29, 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



201 W. First Street
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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 (I/DD) services for 26 counties in eastern NC. 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 invite Innovations service providers of I/DD services to submit a proposal for the implementation of (b)(3) Supported Employment services in the provider network for the following counties as required:

- ▲ Northern Region: Bertie, Camden, Chowan, Currituck, Gates, Hertford, Martin, Northampton, Pasquotank, Perquimans
- ▲ Central Region: Dare, Hyde, Nash, Tyrrell, Washington
- ▲ Southern Region: Brunswick, Carteret, Pender

GENERAL/BACKGROUND INFORMATION

Trillium has identified a need for (b)(3) Supported Employment services in the above counties within the Trillium catchment area to provide these services for members age 16 and older in the I/DD population. Trillium will support the expansion of services to these regions for (b)(3) Medicaid only. There are no startup funds available with this recruitment.



Trillium will work closely with the selected provider(s) to ensure that the service is being provided as clinically indicated. The provider(s) will be subject to routine monitoring by Trillium Network staff, and may be subject to additional reviews as needed.

Supported Employment(SE) services provide assistance with choosing, acquiring, and maintaining employment for individuals ages 16 and older for whom competitive employment has not been achieved and/or has been interrupted or intermittent. Supported Employment can consist of three components: Individual SE, Individual Supported Employment Maintenance (LTVS), and Group Supported Employment Maintenance (LTVS-IDD only). The primary outcome of SE is competitive employment which is defined as a job that pays at least minimum wage, for which anyone can apply, and is not specifically set aside for people with disabilities. Supported Employment must be provided in integrated work settings where the individual works alongside people who do not have disabilities or in a business owned by the individual.










SCOPE OF WORK

The primary goal of the RFP is to meet a need for (b)(3) Supported Employment for Members who meet the I/DD population criteria in the following counties:

- ▲ Northern Region: Bertie, Camden, Chowan, Currituck, Gates, Hertford, Martin, Northampton, Pasquotank, Perquimans
- ▲ Central Region: Dare, Hyde, Nash, Tyrrell, Washington
- ▲ Southern Region: Brunswick, Carteret, 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. Providers must identify the counties for which they are applying in RFP submission. Awards may be made to multiple providers.
-  The targeted population for this service is Members age 16 and older who meet the criteria for I/DD (b) (3) Supported Employment as outlined in the B3 Service Definitions. Trillium will provide (b)(3) Medicaid funding for the identified counties.

The following questions/items will require answers in your agency's RFP response:

-  Is your agency currently an In-Network provider with Trillium Health Resources?
-  Is your agency currently enrolled in NC Tracks?
-  Is your agency enrolled as a 1915(c) waiver provider and meet all NC Innovations waiver provider requirements?
-  In which county(ies) are you applying to provide this service?
-  Describe your transportation plan for members who lack transportation resources.
-  List any curricula that will be used in your program for pre-job training and assessment, resume development and job interviewing skills, including any evidenced-based or best practices.
-  Describe what steps you will take, including adhering to the aggressive timeline, to implement SE services.
-  Does your agency currently use an EHR or EMR? Please share the name of the system and upload your certificate of compliance with the North Carolina Health Information Exchange Authority (NCHIEA)
-  Describe how your agency will track outcomes for members who participate in (b)(3) Supported Employment.

COMPLIANCE

The selected provider MUST agree to:

- 1. Complete steps to demonstrate readiness to provide these services effective September 1, 2019:**
 - a. Hire and train SE staff (must include the following training specific to the required components of the SE definition within 90 days of employment. This includes, but is not limited to:
 - CPR/First Aid
 - Client Rights
 - Confidentiality/HIPAA
 - Crisis Intervention
 - Training specific to the needs of the individual

- b. Obtain equipment needed for provision of services
 - c. Develop protocols/procedures, in your agency's standard format, to ensure that services are provided in a timely manner and in compliance with (b)(3) Service Definition for Supported Employment
2. Provide weekly updates on progress to the Trillium Project Manager until the project is complete and the service provision has been implemented. Updates are to be provided via Smart Sheet update form to the Project Manager at the following link:
[B3 SE-IDD Project Implementation Weekly Update](#)
 3. Comply fully with the following:
 - a (b)(3) Service Definitions
 - 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 NC Innovations Waiver requirements, including any necessary HCBS assessments
 - f HIPAA
 - g Any applicable local, state and federal regulations
 - h The Trillium Health Resources Benefit Plan
 - i Submissions of TARs and claims in accordance with the Medicaid Benefit Plan
 - j PCP Instructional Manual
 - k The Trillium Health Resources Provider Manual
 - l The North Carolina Information Exchange Authority (NCHIEA) Healthcare provider information exchange guidelines and implementation timelines documented here <https://hiea.nc.gov/>.
 4. Adhere to the following requirements:
 - a Meet provider qualifications established by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS)
 - b Fulfill the requirements of 10A NCAC 27G and NC G.S. 122C
 - c Demonstrate that they meet these standards by being certified by Trillium Health Resources
 - d Establishment as a legally constituted entity capable of meeting all the requirements of the Provider Certification, communication bulletins, and service implementation standards
 - e 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

If the selected provider is unable to comply with the contract requirements, Trillium has the right to terminate the contract for (b)(3) Supported Employment services or the site and recoup funds.

TIMELINE/SCHEDULE REQUIREMENTS

Questions & Answer (Q&A) Submission Deadline Please use the link to submit Questions	June 7, 2019
Q&A results posted on Trillium Website	June 21, 2019
Proposal Submission Deadline	June 28, 2019
RFP Award Notification	July 12, 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 **June 7, 2019 at 11:59 PM Eastern Daylight Time**
- They must be sent to [Questions](#)
- It is important that all interested agencies on this proposal periodically check the Trillium website, www.trilliumhealthresources.org for any update that may be issued prior to the proposal closing date.

ELIGIBILITY REQUIREMENTS

- Applicant must be a current In-Network Innovations provider with Trillium
- 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 has not had any sanction(s) issued including by but not limited to the following:
 - LME-MCO: 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
- o Boards of Licensure or Certification for the applicable Scope of Practice
- o Must not have outstanding program integrity or network sanctions with Trillium Health Resources
- 🌱 Applicant must adhere to all program, staffing, and training requirements set forth in the (b)(3) Service Definitions
- 🌱 Applicant 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.**

- 🌱 All proposals must be submitted electronically through SmartSheet on this link: [APPLICATION](#)
- 🌱 Any attachment pages must be typed in black, double-spaced, using a font of Times New Roman 12, with 1” margins
- 🌱 Any specified page/answer 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
- 🌱 Only one attachment is permitted. Please consolidate all separate attachments.

REQUIRED PROPOSAL COMPONENTS

- 🌱 **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)**
 - o Summary of proposed project and intent to submit proposal
 - o Summary description of strategy/plan and how it meets project goals and measurable objectives
 - o Letter must be signed by an officer of the company
 - o There is a one (1) –page limit for this document

- ▲ **Project Narrative- (Provided as part of the electronic application and Attachment)** -including all three 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.
 - ▲ 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
 - ▲ 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 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

- ▲ Include job descriptions for SE staff and Supervision staff, ensuring they meet criteria outlined in B3 Service Definitions and 10A N.C.A.C. 27 G
- ▲ Include 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 non-responsive will be eliminated from further review.
- ▲ The Trillium point of contact may contact the provider/vendor for clarification of 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 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 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 the response to any one factor may be grounds for rejection regardless of overall score.
- ▲ Recommendations are made to Executive Management who has the final decision-making authority.

ADMINISTRATIVE INFORMATION

- ▲ Award Notices
 - Notification of award will be posted on the Trillium webpage once a decision is made.
- ▲ 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 the submission of the RFP, please contact:

Name: Mia Best
Position: Research & Development Support Specialist
Address: 201 W First St, Greenville, NC 27858
Phone Number: 866-998-2597
Email Address: Mia.Best@TrilliumNC.org

TEMPLATES PROVIDED

- N/A

ATTACHMENTS

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