

Request for Proposal

FACILITY-BASED CRISIS AND MENTAL HEALTH SERVICES IN BRUNSWICK COUNTY

JANUARY 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.



201 W. First Street
Greenville, NC 27858-1132

Contents

EXECUTIVE SUMMARY	3
GENERAL/BACKGROUND INFORMATION.....	3
SCOPE OF WORK.....	3
COMPLIANCE.....	4
ELIGIBILITY REQUIREMENTS	5
FORMATTING REQUIREMENTS	6
REQUIRED PROPOSAL COMPONENTS	6
PROPOSAL EVALUATION INFORMATION.....	8
ADMINISTRATIVE INFORMATION.....	9
TRILLIUM CONTACT INFORMATION.....	9
ATTACHMENTS.....	9



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 Local Management Entity (LME)/Managed Care Organization (MCO) that oversees publicly funded behavioral health, substance use, and intellectual/developmental disability (I/DD) 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.”

The primary purpose of this RFP is to meet a need in Brunswick County for Facility-Based Crisis and Mental Health facilities located in the Bolivia and/or Shallotte area(s).

GENERAL/BACKGROUND INFORMATION

Brunswick County has a need in the Shallotte and/or Bolivia area(s) for Facility-Based Crisis (FBC) services for individuals with mental health disorders. Trillium Health Resources will support the project with Medicaid funding, as appropriate and available.

Trillium will work closely with the selected provider(s) to ensure 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 Medicaid standards.

SCOPE OF WORK

The goal of this RFP is the successful development of Facility-Based Crisis (FBC) and Mental Health Services in Brunswick County (Shallotte and/or Bolivia area(s) specifically). The selected provider will be responsible for providing FBC and Mental Health services to Trillium members and other residents of Brunswick County.

The selected provider will need to demonstrate the available capital resources necessary for construction of a 6-bed facility located in the Shallotte or Bolivia area of Brunswick County. The selected provider will be responsible for supplying technology, supplies and operating systems.

The target populations for these services are adults with mental health disorders.

The service will provide an alternative to hospitalization for adults who have been diagnosed with a Mental Illness or Substance Use Disorder. FBC will be provided in a 24-hour residential facility with 6 beds to offer support and crisis services in a community setting. This service can be provided in a non-hospital setting for beneficiaries in crisis who need short-term intensive evaluation, treatment intervention or behavioral management to stabilize acute or crisis situations.

Both in-network and out-of-network providers are eligible to apply.

COMPLIANCE

The selected provider MUST agree to:

1. Complete steps to demonstrate readiness to begin program development by January 1, 2021:
 - a. Obtain FBC facility location and required licensure.
 - b. Hire and train staff according to FBC staffing requirements:
 - i. Hire and train a Physician (MD, DO) and other staff necessary to provide services.
 - ii. Obtain any additional equipment that may be needed for provision of services.
 - iii. Develop protocols/procedures, in your agency's standard format, to ensure services are provided in a timely manner and in compliance with Clinical Coverage Policy 8A.
 - c. Obtain equipment needed for provision of services.
 - d. Show proof of all trainings and certifications.
 - e. Provide weekly updates on progress to the Trillium Project Coordinator until the project is complete and service provision is implemented. Updates are to be provided via email to the Project Coordinator.
2. Comply fully with the following:
 - a. Clinical Coverage Policy 8A – “Enhanced Mental Health and Substance Abuse Services” (for Professional Treatment Services in Facility-Based Crisis Program)
 - 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. Trillium Health Resources Benefit Plan
 - i. Submission of TARs and claims in accordance with the Medicaid Benefit Plan
 - j. Person Centered Plan (PCP) Instruction Manual
 - k. The Trillium Health Resources Provider Manual
3. Establishment 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. 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/>

ELIGIBILITY REQUIREMENTS

- ▲ Applicant may be an in-network provider with Trillium Health Resources, or out-of-network provider. (Applicant must be accredited through a national accrediting body.)
- ▲ 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 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, 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 10A NCAC 27G.
- ▲ 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 established the following formatting requirements. If the applicant does not adhere to these requirements, the applicant's proposal will be screened out and will be returned without being reviewed.**

- ▲ 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

Completed Online Application: The following questions are included in the online application:

▲ Introduction

- Describe why the applicant should be awarded a contract for the service requested, from a business, professional, clinical, administrative, financial, and technical prospective.
- 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 Facility-Based Crisis 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
- 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 your agency will track outcomes for members who participate in Facility-Based Crisis services.
 - Describe what steps your agency will take, including adhering to the timeline to implement the components of FBC, for instance, obtaining licensure, staffing, etc.
 - Outline your agency's plan for ramping up occupancy of the FBC after initial opening.
 - Describe how you will staff the facility to meet the requirements for Clinical Coverage Policy 8A – "Professional Treatment Services in Facility-Based Crisis Program."
 - Please include in your staffing description how 24-hour clinical supervision will be provided and which clinical staff will be present on-site at all times. Please also note plans for addressing security of the facility.
 - Please describe how you will meet the requirements to be designated by the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services to admit individuals under an Involuntary Commitment order (IVC).

▲ 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 and financial statements do not exist, the provider/vendor should state the reason and submit sufficient information to be evaluated.

4. Organizational Chart
5. Job descriptions for key personnel to implement FBC services.
6. NCHIE Certificate
7. Accreditation certification
8. Budget- Must include available capital resources necessary for construction of a 6-bed facility and all costs of any personnel, supplies, and activities required by the service or project.
9. Staff resumes and detailed job descriptions for staff involved in daily operations of FBC services.
10. Subcontractor information (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.
- ▲ 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 responses to the requirements.
- ▲ 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 will 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	January 31, 2020
Q&A results posted on Trillium website	March 2, 2020
Proposal Submission Deadline	July 1, 2020
RFP Award Notification	October 1, 2020
Date work to begin (projected)	January 1, 2021

***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 **January 31, 2019** at 11:59 PM Eastern Daylight 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 agencies will receive notification from Trillium when awards are determined.

Administrative Requirements

- 🌱 The agency 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 agency 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 Department
Address: 201 W First St, Greenville NC 27858
Phone Number: 866-998-2597
Email Address: NetworkServicesSupport@TrilliumNC.org

ATTACHMENTS

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