

Request For Proposal

FOR GUILFORD COUNTY BEHAVIORAL HEALTH CENTER

AUGUST 2025

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.



Trillium
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

201 West First Street

Greenville, NC 27858-1132

Contents

EXECUTIVE SUMMARY	3
GENERAL/BACKGROUND INFORMATION.....	4
SCOPE OF WORK	4
COMPLIANCE.....	5
TIMELINE/SCHEDULE REQUIREMENTS	6
ELIGIBILITY REQUIREMENTS.....	6
PROPOSAL EVALUATION INFORMATION.....	8
ADMINISTRATIVE INFORMATION.....	8
TRILLIUM CONTACT INFORMATION.....	9
FOR QUESTIONS ABOUT THIS RFP CONTACT:	9



EXECUTIVE SUMMARY

The purpose of this Request for Proposal (RFP) is to identify and contract with a provider or provider organization capable of delivering a strong crisis response and intervention continuum of behavioral health services, for Medicaid eligible and Non-Medicaid eligible uninsured indigent individuals at the Guilford County Behavioral Health Center. The Center is designed to promote and deliver whole person and family wellness services across ages and abilities in a single, accessible location; to provide a continuum of community-based services in a manner that offers equitable access to all individuals; and operates in a low barrier, “no wrong door” model that includes seamless transitions and referrals to other services when needed. Respondents must demonstrate the capacity and readiness to provide all services listed within this RFP, including:

- 🌱 Tier IV Behavioral Health Urgent Care (BHUC) for children/youth ages 4-17 and adults ages 18+
- 🌱 Adult Facility Based Crisis – 16 bed unit
- 🌱 Non-Hospital Medical Detoxification
- 🌱 Comprehensive Outpatient Therapy Services, including Medication Management, Individual and Group Therapy
- 🌱 Partial Hospitalization Program (PHP)
- 🌱 Substance Abuse Intensive Outpatient Program (SAIOP)
- 🌱 Peer Living Room – Peer Support Services

The primary goals of this project are to

- 🌱 Deliver a fully integrated continuum of care by ensuring all required services are offered by a single provider in a coordinated, whole person-centered model.
- 🌱 Expand timely access to behavioral health and substance use services, including urgent, outpatient, and peer support options, particularly for underserved populations.
- 🌱 Deliver culturally-attuned effective solutions to meet the needs of the community for behavioral health crisis receiving and triage, assessment, and diversion from hospitalization and/or emergency departments when appropriate, and whole-person recovery programming utilizing trauma-informed evidence based and best practices.
- 🌱 Reduce avoidable emergency department visits and hospitalizations through community-based alternatives that promote long-term recovery and wellness.

Trillium and Guilford County will evaluate proposals using a standardized score sheet to ensure all required services are effectively implemented and integrated into a cohesive model of care. Once selected, the provider will participate in routine monitoring and additional reviews as needed to ensure compliance with State and Medicaid standards.

GENERAL/BACKGROUND INFORMATION

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 services for 46 counties in eastern NC. The mission of Trillium Health Resources is “Transforming lives and building community well-being through partnership and proven solutions.”

This project aligns with Trillium’s strategic goal of expanding access to high-quality crisis and behavioral health services. The Guilford County Behavioral Health Center provides timely, community-based care for children, adolescents (ages 4–17), and adults experiencing behavioral health or substance use crises that do not require emergency department intervention. The Center offers multiple levels of care for adults and two levels of care for children/youth ages 4-17 years and their families. Trillium is collaborating closely with Guilford County to ensure a smooth transition to a qualified provider who can maintain and enhance this essential service array.

Trillium is seeking proposals from providers interested in assuming service provision of the services currently provided at the Guilford County Behavioral Health Center as described above. Trillium, with collaboration from Guilford County, will assess all proposals using a standardized scoring tool to ensure that required services are delivered effectively and integrated into a coordinated model of care. The selected provider will be subject to regular monitoring and periodic reviews to confirm ongoing compliance with Medicaid and State requirements.

SCOPE OF WORK

The goal of this RFP is to recruit a provider to assume service provision for the services provided at the Guilford County Behavioral Health Center in Guilford County. No other counties may be targeted for this selected RFP. The Guilford County Behavioral Health Center is designed as a centralized, integrated access point for care. The facility operates under a principle of universal access, ensuring that individuals who present for help receive appropriate services onsite or are promptly connected to the next step in care. This model emphasizes streamlined triage, warm handoffs, trauma-informed behavioral health crisis care, and coordination of care that includes transitions to appropriate community-based care, resources, and supports, rather than a siloed or program-specific approach.

COMPLIANCE

The selected provider MUST agree to:

1. Comply fully with the following:
 - a. **Clinical Coverage Policy 8A:** Enhanced Mental Health and Substance Abuse Services
 - b. **Clinical Coverage Policy 8C:** Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers
 - c. **Clinical Coverage Policy 8G:** Peer Support Services
 - d. **APSM 45-2:** "Records Management and Documentation Manual"
 - e. **APSM 95-2:** "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
 - f. 42 CFR, PART 2
 - g. HIPAA
 - h. Accreditation standards
 - i. Any applicable local, state, and federal regulations
 - j. The Trillium Health Resources Benefit Plan
 - k. Submissions of TARs and claims in accordance with the Medicaid Benefit Plan
 - l. PCP Instructional Manual
 - m. The Trillium Health Resources Provider Manual
 - n. The [North Carolina Information Exchange Authority \(NCHIEA\) Healthcare](#) provider information exchange guidelines and implementation timelines.
2. Complete Steps to demonstrate readiness to provide the service:
 - a. Obtain licensure from the Division of Health Service Regulation
 - i. 27G.1100 – Partial Hospitalization for Individuals who are acutely Mentally Ill
 - ii. 27G.2200 – Substance Abuse Intensive Outpatient Program (SAIOP)
 - iii. 27G.5000 – Facility Based Crisis Service for Individuals of all Disability Groups
 - b. Hire and/or train required staff
 - c. Obtain equipment needed for provision of services
 - d. Develop protocols/procedures in your agency's standard format to ensure that the services are provided in compliance with all required Clinical Coverage Policies



3. Track, maintain, and provide regular reports and data sets to Trillium and Guilford County on at least a monthly basis on program activities, referrals, and patients including, but not limited to, unique patient counts and total encounter counts; patient demographics including housing and justice-involved statuses; intake route or source; average lengths of stay or service by program/service line; disposition at discharge and follow up disposition up to 30 days after discharge; and number of individuals on waitlists by program/service line.
4. Provide weekly updates on progress to the Trillium Project Manager and the Guilford County Mental Health Director until the project is complete and the service has been implemented
 - a. If the selected provider is unable to comply with the award/contract requirements, Trillium Health Resources, in collaboration with Guilford County, has the right to terminate the contract for the Guilford County Behavioral Health Center site and recoup funds, if applicable.

TIMELINE/SCHEDULE REQUIREMENTS

RFP Posted	July 25, 2025
Question & Answer (Q&A) Submission Deadline	August 8, 2025
Q&A Results Posted on Trillium's Website	August 15, 2025
Proposed Submission Deadline	August 29, 2025
RFP Award Notification	September 12, 2025
Service Implementation	July 1, 2026


ELIGIBILITY REQUIREMENTS

Applicants must be a current Trillium provider or be able to meet the requirement and complete the application process to become a Trillium provider by December 31, 2025 and meet the following requirements:

-  Enrollment in NC Tracks
-  Adherence to all program, staffing, and training requirements set forth in
 - **Clinical Coverage Policy 8A:** Enhanced Mental Health and Substance Abuse Services
 - **Clinical Coverage Policy 8A-2:** Facility-Based Crisis Service for Children and Adolescents

- **Clinical Coverage Policy 8C:** Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers

- **Clinical Coverage Policy 8G:** Peer Support Services

 In Good Standing with all applicable oversight entities and continuously meeting Good Standing criteria without sanction(s), including but not limited to the following:

- **LME/MCO:** Contract termination or suspension, referral freeze, unresolved Plan of Correction, outstanding overpayment, prepayment review, and/or payment suspension;


- **DHB:** Contract termination or suspension, prepayment review, and/or outstanding final overpayment;

- **DMH/DD/SAS:** Revocation and/or 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;

- **US Internal Revenue Service or NC Department of Revenue:** Unresolved tax or payroll liabilities;

- **NC Secretary of State:** Administrative Dissolution, Revocation of Authority, Notice of Grounds for other reason, and/or Revenue Suspension. Providers organized as a Corporate entity must have a "Current – Active" registration with the NC Secretary of State;

 Adherence to all programming, staffing, and training requirements set forth in 10A NCAC 27G

Applicants that hold current program/agency accreditation from at least one of the following are preferred:

 Council on Accreditation (COA)

 Joint Commission (JC)

 Council for Quality Leadership (CQL)

 Council for Accreditation of Rehabilitation Facilities (CARF)

PROPOSAL EVALUATION INFORMATION

All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP.

The Trillium Contract Manager, or their designee, may contact the Provider/Vendor to clarify any part of the submitted proposal. A proposal will be deemed non-responsive if the Provider/Vendor fails to respond after three contact attempts—specifically, two written requests (email or letter) and one phone call. Proposals determined to be non-responsive will be disqualified from further consideration.

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-E. 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.

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 and Guilford County, 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 Guilford County and Trillium Executive Management who have 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 and Guilford County 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 questions about this RFP contact:

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: DeVicka.Santana@TrilliumNC.org

[Question & Answer \(Q&A\) Submission](#)

[Link to Application](#)