

REQUEST FOR PROPOSAL

FOR OUTPATIENT OPIOID PROGRAM
2ND ROUND

JULY, 2018

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



Trillium
HEALTH RESOURCES

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EXECUTIVE SUMMARY

Trillium Health Resources is a Managed Care Organization (MCO)/Local Management Entity that oversees publicly funded behavioral health, substance use, and intellectual/developmental disability services for 26 counties in eastern NC. The mission of Trillium Health Resources 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 service providers of Adult MH/SU services to submit a proposal for the implementation of Opioid Treatment into the provider network for the following counties:

- 🌱 Northern Region: Bertie
- 🌱 Central Region: Beaufort, Pamlico

GENERAL/BACKGROUND INFORMATION

The mission of Trillium Health Resources is *“Transforming the lives of people in need by providing them with ready access to care.”* We have identified a need for Opioid Treatment in the above counties within the Trillium Catchment to provide these services for our adult population. Trillium Health Resources will support the expansion of services to this region with Medicaid funding. Trillium Health Resources will work closely with the selected provider(s) to ensure that the service is being provided as clinically indicated. The provider will be subject to Routine Monitoring by Trillium Health Resources Network staff, and may be subject to additional reviews as needed.

The selected provider(s) will be required to be currently contracted with Trillium, and will be expected to adhere to Expected Clinical Outcomes for Outpatient Opioid Treatment as outlined in Clinical Coverage Policy 8A.

SCOPE OF WORK

The primary goal of the RFP is to meet a need for Outpatient Opioid Treatment in the following counties, thereby ensuring access as required:

- 🌱 Northern Region: Bertie
- 🌱 Central Region: Beaufort and Pamlico

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. Awards may be made to multiple providers. The targeted population for this service is adults who meet the criteria for Outpatient Opioid Treatment as outlined in Clinical Coverage Policy 8A. Trillium Health Resources will provide Medicaid funding for the identified counties.

The following questions will require answers in your Agency’s RFP response:

- 🌱 Is your agency currently contracted with Trillium Health Resources?
- 🌱 Is your agency currently accredited?
- 🌱 Is your agency currently enrolled in NC Tracks?
- 🌱 In which county (ies) are you applying to provide this service?

- 🌱 Please describe how you will staff the clinic to meet the requirements for Clinical Coverage Policy 8A. Please include job descriptions for appropriate staff.
 - Registered Nurse
 - Licensed Practical Nurse
 - Pharmacist
 - Physician
- 🌱 Please describe your implementation plan and timeline including dates of major tasks to be completed before service can be delivered.
- 🌱 Please include how you will address and/or monitor treatment needs of members receiving Outpatient Opioid Treatment.
- 🌱 Discuss any curricula that will be used in your program including any evidenced-based or best practices.
- 🌱 Does your agency currently use an EHR or EMR? Please share the name of the system and the steps you are taking to prepare for the North Carolina Exchange Authority (NCHIEA.)
- 🌱 Discuss how your agency will track outcomes for members who participate in Outpatient Opioid Treatment.

Providers will be responsible for adhering to the following:

1. Clinical Coverage Policy 8A: "Outpatient Opioid Treatment"
2. APSM 45-2: "Records Management and Documentation Manual"
3. APSM 95-2: "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
4. 42 CFR, PART 2
5. HIPAA
6. Maintaining Accreditation
7. Any applicable local, state and federal regulations
8. The Trillium Health Resources Benefit Plan
9. The North Carolina Information Exchange Authority (NCHIEA) Healthcare provider information exchange guidelines and implementation timelines documented here <https://hiea.nc.gov/>.

COMPLIANCE

Guidelines for Trillium Input:

The selected provider MUST agree to:

1. Comply fully with the following:
 - a. Obtain licensure from Division of Health Service Regulations for your setting.

- b. Hire and/or train:
 - i. Registered Nurse
 - ii. Licensed Practical Nurse
 - iii. Pharmacist
 - iv. Physician
- c. Obtain equipment needed for provision of services.
- d. Develop protocols/procedures, in your agency's standard format, to ensure that Outpatient Opioid Treatment services are provided in compliance with Clinical Coverage Policy 8A.
- 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 email to the Project Manager.
- 3. Comply fully with the following:
 - a. Clinical Coverage Policy 8A: "Outpatient Opioid Treatment"
 - 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. 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/>.

If the selected provider is unable to comply with the contract requirements, Trillium Health Resources has the right to terminate the contract or OTP site or service and recoup funds.

TIMELINE/SCHEDULE REQUIREMENTS

Questions & Answer (Q&A) Submission Deadline Please use the link to submit Questions	August 30 th , 2018
Q&A results posted on Trillium Website	September 13 th , 2018
Proposal Submission Deadline	Open Until Filled
RFP Award Notification	TBD
Date work to begin (projected)	TBD

***All timelines are tentative and subject to change

- 🌱 Written questions concerning this RFP will be received until **August 30, 2018 at 11:59 PM Eastern Daylight Time**. They must be sent via [Questions](#) link.
- 🌱 It is important that all interested agencies on this proposal periodically check Trillium website, www.trilliumhealthresources.org for any update that may be issued prior to the proposal closing date.

ELIGIBILITY REQUIREMENTS

- 🌱 Selected provider must be contracted with Trillium Health Resources.
- 🌱 Selected provider must have current national accreditation.
- 🌱 Selected provider must adhere to all program, staffing, and training requirements set forth in: Clinical Coverage Policy 8A: "Outpatient Opioid Treatment"
- 🌱 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 has established the following formatting requirements. If you do not adhere to these requirements, your proposal will be screened out and returned to you without review.**

- 🌱 All proposals must be submitted electronically through [REQUEST](#), Trillium's Solicitation Portal.
- 🌱 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

- 🌱 **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 A)**
 - 🟡 Summary of proposed project and intent to submit proposal
 - 🟡 Summary description of strategy/plan and how it meets project goals and measurable objectives

- Letter must be signed by an **officer** of the company
- PDF files preferred
- There is a (1) page limit to this document.

▲ **Project Narrative**, including all 3 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. {Attachments B(1) – B(2)}
- ▲ 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 (Attachment C) 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 it's related to the intent of the RFP.
 - There is a 1500 word limits for this document.
- ▲ Provide a timeline for the service or project that will serve as the basis for monitoring progress and adjusting activities as necessary. 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 (Attachment D).
- ▲ Personnel charts for any subcontractors used, if applicable (Attachment E).

- ▶ Personnel charts may be submitted as attachments, labeled and paginated.

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 the 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, 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 Health Resources 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 questions about this RFP contact:

Name: Mia Best
Position: Research & Development
Address: 201 W. First Street. Greenville, NC 27858-1132
Phone Number: 866-998-2597
Email Address: Mia.Best@TrilliumNC.org

ADDENDA – TEMPLATES PROVIDED

 Budget

ATTACHMENTS

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

CHECKLIST

Checklist provided electronically to insure a complete proposal.

DEFINITIONS

Definitions may be included to clarify services, products, regulatory requirements or clinical terms.