

# Request For Proposal

## PSYCHOSOCIAL REHABILITATION TO SERVE MEMBERS IN:

**BRUNSWICK, CAMDEN, CURRITUCK, DARE, GATES, HYDE, MARTIN,  
PASQUOTANK, PERQUIMANS, AND TYRRELL COUNTIES**

**AUGUST 23, 2019**

*UPDATED: JANUARY 30, 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.



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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 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 for Psychosocial Rehabilitation (PSR) in the counties of Brunswick, Camden, Currituck, Dare, Gates, Hyde, Martin, Pasquotank, Perquimans, and Tyrrell counties.

## GENERAL/BACKGROUND INFORMATION

Trillium has identified a need for Psychosocial Rehabilitation (PSR) programs in the counties noted above in Trillium's catchment area.

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

PSR service is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environment of their choice with the least amount of ongoing professional intervention. PSR focuses on skill and resource development related to life in the community and to increasing the participant's ability to live as independently as possible, to manage their illness and their lives with as little professional intervention as possible, and to participate in community opportunities related to function, social, educational and vocational goals.

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This RFP opportunity is open to in-network and out-of-network providers.

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## SCOPE OF WORK

The goal of this RFP is the successful development of Psychosocial Rehabilitation (PSR) programs in the following counties: Brunswick, Camden, Currituck, Dare, Gates, Hyde, Martin, Pasquotank, Perquimans, and Tyrrell counties.

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. Trillium Health Resources will provide Medicaid funding for the identified counties.

Applicant must meet all requirements of Clinical Coverage Policy 8-A: Psychosocial Rehabilitation Service.

## COMPLIANCE

The selected provider **MUST** agree to:

1. Complete steps to demonstrate readiness to provide these services effective within 45 days of award:
  - a. Hire and train:
    - i. Psychosocial Rehabilitation (PSR) Director- must meet Qualified Professional status according to 10A NCAC 27G .0104
    - ii. Associate Professional's and Paraprofessionals must meet the requirements in 10A NCAC 27G .0104
  - b. Obtain equipment needed for provision of services.
  - c. Develop protocols/procedures to ensure that ACT Program services are provided in compliance with Clinical Coverage Policy 8A: Psychosocial Rehabilitation.
  - d. Provide weekly updates on progress to the Trillium Project Manager until the project is complete and service provision has been implemented. Updates are to be provided via email to the Project Manager.
2. Comply fully with the following:
  - a. Clinical Coverage Policy 8A: Psychosocial Rehabilitation.
    - b. 10A NCAC 27G "Rules for Mental Health, Developmental Disabilities, and Substance Abuse Facilities and Services"
  - c. APSM 45-2: Records Management and Documentation Manual
  - d. APSM 95-2: Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services
    - e. 42 CFR, Part 2" Confidentiality of Substance Use Patient Disorder Records"
  - f. HIPAA
  - g. Maintaining Accreditation
  - h. Any applicable local, state, and federal regulations
  - i. Trillium Health Resources Benefit Plan

- j. Submission of Treatment Authorization Requests (TARs) and claims in accordance with the Medicaid Benefit Plan
  - k. PCP Instruction Manual
  - l. 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 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 must adhere to all program, staffing, and training requirements set forth in Clinical Coverage Policy 8A: Psychosocial Rehabilitation.
- 🌱 Applicant must have current national accreditation.
- 🌱 Applicant must be licensed/certified in N.C., if applicable.
- 🌱 Applicant has not had any sanction(s) issued including 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.
  - Boards of Licensure or Certification for the applicable Scope of Practice.
  - Must not have outstanding program integrity or network sanctions with Trillium Health Resources.
- 🌱 Applicant must adhere to all regulatory requirements listed above, in the Compliance section.
  - 🌱 Applicant must adhere to all program, staffing, and training requirements in 10A NCAC 27G.

## 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 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

**An online application must be completed.** 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 PSR 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 and/or 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 PSR services.

### Budget

- Line Item Budget
  - The budget should be complete and include all the costs of any personnel, supplies, and activities required by the service or project.
  - Ensure that the service or project is feasible within the budget created.
  - Make sure the budget is reasonable and is based on actual costs.

### ○ Detailed Budget Narrative

- The budget narrative must describe each budget item and relate it to the appropriate service/project activity.
- It must closely follow the content of the budget detail worksheet and provide justification for all proposed costs listed in the budget worksheet (particularly, supplies, travel, and equipment) and demonstrate that they are reasonable.
- The narrative must explain how any fringe benefits were calculated, how any travel costs were estimated, why particular items of equipment or supplies must be purchased, and how overhead or indirect costs, if applicable, were calculated.

### 🌱 **Attachments Required**

1. *Cover Letter*-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 financials from the previous fiscal year, 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.
4. *Organizational chart* must include key personnel who will provide the service. Job Descriptions for key personnel
5. *NCHIE Certificate*
6. *Accreditation Certification*
7. *Subcontractor information* (if applicable)
8. All attachments should be labeled and all pages should be consecutively numbered in order to avoid confusion.

## PROPOSAL EVALUATION INFORMATION

- 🌱 All proposals will be reviewed for compliance with the mandatory requirements stated within this 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

- 🌱 This RFP opportunity is posted as Open until Filled.
- 🌱 Written questions concerning this RFP will be received until **all awards have been made.** They must be sent via the online form: [Questions](#)
- 🌱 It is important that all interested agencies on this proposal periodically check Trillium's website, [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org) for any update that may be issued prior to the proposal 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 Management Department  
Address: 201 W First St, Greenville NC 27858  
Phone Number: 866-998-2597  
Email Address: [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org)