

Request for Proposal

FOR SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM

JUNE 20TH, 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



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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 a Substance Abuse Intensive Outpatient Program (SAIOP) into the provider network for the following counties as required:

- ▲ Northern Region: Camden, Currituck, Gates, Northampton and Perquimans

GENERAL/BACKGROUND INFORMATION

Trillium has identified a need for SAIOP Programs in the above identified 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 for Medicaid only. There are no startup funds available with this recruitment.

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.

SAIOP includes structured individual and group addiction activities and services that are provided at an outpatient program designed to assist adult and adolescent beneficiaries to begin recovery and learn skills for recovery maintenance.

SCOPE OF WORK

The primary goal of the RFP is to meet a need for a Substance Abuse Intensive Outpatient Program (SAIOP) programs in the following counties, thereby ensuring access as required:

- ▲ Northern Region: Camden, Currituck, Gates, Northampton and Perquimans

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 Members who meet the criteria for the Substance Abuse Intensive Outpatient Program 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 an In-Network provider 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 your transportation plan for members who lack transportation resources.

- 🌱 Please describe how the program will manage case management components of the service that includes linking and assisting with multiple services or community resources as needed by the member.
- 🌱 Discuss any curricula that will be used in your program including any evidenced-based or best practices.
- 🌱 Please describe what steps you will take, including adhering to the aggressive timeline, to implement the components of a Substance Abuse Intensive Outpatient Program.
- 🌱 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 Exchange Authority (NCHIEA).
- 🌱 Describe how your agency will track outcomes for members who participate in SAIOP.

COMPLIANCE

The selected provider MUST agree to:

1. Complete steps to demonstrate readiness to provide these services effective **August 1, 2019.**
 - a. Obtain licensure from Division of Health Service Regulations for your setting.
 - b. Hire and/or train:
 - i. Certified Clinical Supervisor (CCS) OR Licensed Clinical Addictions Specialist (LCAS)
 - ii. Licensed Clinical Addiction Specialist Associate (LCAS-A)
 - iii. Certified substance Abuse Counselor (CSAC)
 - iv. QP or AP meeting criteria to provide SA services
 - c. Obtain equipment needed for provision of services
 - d. Develop protocols/procedures, in your agency's standard format, to ensure that the Substance Abuse Intensive Outpatient Program(s) 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 Smart Sheet update form to the Project Manager at [SAIOP Weekly updates](#)
3. Comply fully with the following:
 - a. Clinical Coverage Policy 8A: "Substance Abuse Intensive Outpatient Program (SAIOP)"
 - 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. 4. 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/>.

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;
- 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 Health Resources has the right to terminate the contract or SAIOP service or site and recoup funds.

TIMELINE/SCHEDULE REQUIREMENTS

Questions & Answer (Q&A) Submission Deadline Please use the link to submit Questions	Open until filled.
Q&A results posted on Trillium Website	Open until filled.
Proposal Submission Deadline	Open until filled.
RFP Award Notification	Open until filled.
Date work to begin (projected)	August 1, 2019

***All timelines are tentative and subject to change

- 🌱 Written questions concerning this RFP will be received until Open until filled. They must be sent via: [Questions](#)
- 🌱 It is important that all interested agencies on this proposal periodically check Trillium's 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 provider with Trillium
- 🌱 Applicant must be licensed/certified in N.C., if applicable
- 🌱 Selected provider must have current national accreditation.
- 🌱 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:
 - LME-MCO: Contract Termination or Suspension, Referral Freeze, Unresolved Plan of Correction, Outstanding Overpayment, Prepayment Review, Payment Suspension.
 - DMA: 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 program, staffing, and training requirements set forth in: Clinical Coverage Policy 8A: “Substance Abuse Intensive Outpatient Program (SAIOP)”
- 🌱 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 via:
 - [SAIOP 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 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)**
 - 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
 - There is a one (1) –page limit for this document
 - PDF-files preferred
- ▲ **Project Narrative (Provided as part of the electronic application and Attachment-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.
 - ▲ Licensing and/or bonding information and copy of accreditation documents
 - ▲ 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.
 - There is 1500 word limit 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.
 - 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 organizational 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
 - ▲ Please include job descriptions for the following, ensuring they meet criteria outlined in Clinical Coverage Policy 8A:
 - Certified Clinical Supervisor (CCS) OR Licensed Clinical Addiction Specialist (LCAS)
 - Licensed Clinical Addiction Specialist Associate (LCAS-A)
 - Certified Substance Abuse Counselor (CSAC)
 - QP or AP meeting criteria to provide SA services
 - ▲ 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 the 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, 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 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 Technical Questions, related to the submission of the RFP, please contact:

Department: Network Services Support

Address: 201 W First St, Greenville NC 27858

Phone Number: 866-998-2597

Email Address: NetworkServicesSupport@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.