

# Request for Proposal

FOR SCHOOL-BASED THERAPY SERVICES

OCTOBER, 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



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## 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 disabilities for 26 counties in Eastern North Carolina. The mission of Trillium Health Resources is *“Transforming lives of people in need by providing them with ready access to care.”*

The primary purpose of this RFP is to establish school-based services during the school year 2018-19 to address the treatment needs of children and adolescents, through co-locating a MH/IDD/SU clinician in each of the school systems for each county identified. This RFP will develop a network that will provide eastern North Carolina counties with a connection to care within the System of Care. The clinician working in each school system will be identified as a local contact. The clinician will provide assessments, group, individual, and family services to school-age children and adolescents within their assigned school district.

The intent of this RFP is to develop the ability to provide culturally competent treatment that consists of individual, group, and family services to school-age children and adolescents. This service will also refer to other needed services/agencies if deemed appropriate.

## GENERAL/BACKGROUND INFORMATION

There has been a need identified to provide assessment and outpatient treatment services to students in several school districts. Trillium will support the expansion of services to this region with Medicaid funding. No startup funding is available related to this RFP. Trillium will work closely with the selected provider(s) to ensure services are being provided as clinically indicated. The provider will be subject to monitoring by Trillium Network staff, and may be subject to additional reviews as needed.

## SCOPE OF WORK

The primary purpose of this RFP is to meet a need for School-Based Therapy Services in the following locations: **Dare, Hyde, Martin, Tyrell and Whiteville City Schools.**

Providers may apply to provide services in one or more of the locations listed above, but no other locations than those listed above may be targeted for this RFP.

The target populations for the services to be offered are school-age children and adolescents with mental health and/or substance use disorders, and/or intellectual or developmental disabilities. Services will include: **Outpatient Therapy**.

Trillium is seeking the following:

- 🌱 Implementation of evidence-based practice models
- 🌱 Capacity to develop relationships with the school system in order to co-locate services within the school settings
- 🌱 Adherence to all rules and regulations
- 🌱 Access to services for all eligible members

The following questions will require answers in your agency's RFP response (word limitation may be enforced):

- 🌱 Is your agency currently contracted with Trillium?
- 🌱 Is your practice enrolled in NC TRACKS?
  - 🟡 PLEASE NOTE: If your response is 'NO' to either of the above two questions, your proposal will be disqualified.
- 🌱 Please describe what steps you will take, including adhering to the aggressive timeline, to implement the components of a School-Based Therapy Services for the identified children and adolescents.
  - 🟡 Include 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.
- 🌱 What evidence-based practices will be utilized?
- 🌱 Describe anticipated capacity per school per week.
- 🌱 Describe your agency's plan to provide or arrange for transportation when needed for members and families to participate in treatment.
- 🌱 Describe how your agency will provide or arrange linkage to primary care and psychiatric services when needed.
- 🌱 Describe how staff will collaborate with Trillium's staff and the school system.
- 🌱 Describe your organization's use of an Electronic Health Record (EHR).

## COMPLIANCE

### THE SELECTED PROVIDER MUST AGREE TO:

1. Complete steps to demonstrate readiness to begin service provision effective February 1st, 2019.

2. Provide weekly updates on progress to the Trillium Development Coordinator until the project is complete and service provision has been implemented. Updates are to be provided via email to the Development Coordinator.
3. Comply fully with the following:
  - a. Clinical Coverage Policy 8C – “Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers”
  - 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. Any applicable local, state, and federal regulations
  - g. The Trillium Health Resources Benefit Plan
  - h. Submission of Treatment Authorization Requests (TARs) and claims in accordance with the State and Medicaid Benefit Plans
  - i. The Trillium Health Resources Provider Manual
  - j. Service documentation must be through an industry standard Electronic Health Record (EHR) or Electronic Medical Record (EMR) system capable of HL7 data exchange. Eligible providers must fully comply with North Carolina Health 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 has the right to cancel the contract for default and hold the provider liable for dollars spent and for the increased costs of obtaining substitute goods or services elsewhere.

## TIMELINE/SCHEDULE REQUIREMENTS

Questions & Answer (Q&A) Submission Deadline	10/19/18
Please use the link to submit <a href="#">Questions</a>	
Q&A results posted on Trillium Website	10/31/18
<b>Proposal Submission Deadline</b>	<b>11/14/2018</b>
RFP Award Notification	12/14/2018
Date work to begin (projected)	Start in schools 2/1/19

\*\*\*All timelines are tentative and subject to change.

- 🌱 Written questions concerning this RFP will be received until **October 19 2018 at 12:00 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](http://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.
- ▲ Selected provider:
  1. Must not have any outstanding issues with the Division of Health Benefits (DHB) to include:
    - not owe any outstanding accounts receivable;
    - not have defaulted on any payment plan;
    - not have Medicaid payments withheld;
    - not have been placed on probation in the previous twelve (12) month period;
    - not currently be undergoing repayment claims;
    - not have any involuntary termination from the N.C. Medicaid program;
    - have had no listing on the U.S. Health Human Services Office of Inspector General Exclusion list;
    - have no unresolved tax liabilities owed to the U.S. or N.C. Departments of Revenue and Labor;
    - and the agency must have a current Certificate of Existence issued by the N.C. Secretary of State's Office.
  2. Must not have any outstanding issues with the Division of Mental Health/Developmental Disability/Substance Abuse Services (DMH/DD/SAS) to include:
    - any plans of corrections with the DMH/DD/SAS Accountability Team that have been implemented by the provider and closed by DMH/DD/SAS;
    - the provider has not had any endorsement/contract to provide enhanced services involuntarily withdrawn or its contract to provide enhanced services terminated by any Local Management Entity (LME) or Managed Care Organization (MCO) and upheld by the DMH/DD/SAS Appeals Panel in the previous twelve (12) month period.
- ▲ Selected provider must be willing to co-locate within existing school systems for the following locations:
  - Dare, Hyde, Martin, Tyrell and Whiteville City Schools.

- 🌱 Selected provider must deliver an evidence-based model
- 🌱 Selected provider must have the capacity to provide or arrange for transportation when needed for members and families to participate in treatment.
- 🌱 Selected provider must be able to provide for or arrange linkage to primary care and psychiatric services when needed.
- 🌱 Selected provider must adhere to all requirements set forth in:
  - 🕒 Clinical Coverage Policy 8C - “Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers”
- 🌱 Selected provider must adhere to all regulatory requirements listed in the above “Compliance” section.
- 🌱 Providers who deliver day treatment are not eligible to apply.

## 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.**

- 🌱 Any attachment pages must be typed in black, double-spaced, 12pt Times New Roman font, 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 are 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** - organizational information such as legal name, employer/taxpayer number, address, contact information for leadership, etc.
- 🌱 **Project Narrative** including all 3 sections listed below and supporting documentation, as needed (**insert # of characters or pages under each Section**)

- **Section A: Company/Organizational Information**
  - ▶ Description of the company and its professional history as it relates to the services sought under this RFP.
- **Section B: Letters of Supports**
  - ▶ A Letter of Support from the School Superintendent and/or Principal where services will be co-located on letterhead.
  - ▶ A Letter of Support from the Mobile Crisis Provider in the area you are proposing to serve.
  - ▶ A Letter of Support from the County Manager in the area(s) you are proposing to serve.
- **Section C: 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.**
  - ▶ If independently audited financial statements do not exist, the provider(s) should state the reason and submit sufficient information to be evaluated.

## PROPOSAL EVALUATION INFORMATION

- ▲ All proposals are reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed non-compliant are eliminated from further review.
- ▲ The Trillium Development Coordinator (or appointed person) may contact the provider(s) for clarification of any response.
- ▲ Responsive proposals are evaluated on the factors that have been assigned a point value. The proposals are reviewed and scored according to the quality of your response to the requirements in Sections A-C. The responsible provider(s) with the highest score(s) are selected as a finalist or the finalist based upon the proposals submitted.
- ▲ Finalist provider(s) may be asked to submit revised proposals or make a presentation for the purpose of obtaining best and final offers. If so, points are recalculated accordingly, and points awarded will be added to the previously assigned points to attain final scores.
- ▲ The responsible provider(s) 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.



- ♣ 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.
- ♣ Recommendations are made to Executive Management who has the final decision-making authority.

## ADMINISTRATIVE INFORMATION

### ♣ Award Notices

- All award notifications are made via the Trillium website.

### ♣ Administrative Requirements

- The organization awarded the RFP must comply with all terms and conditions of the awarded contract. These terms and conditions are in the award contract for signature.
- The awardee is 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 ABOUT THIS RFP CONTACT:

Name: Mia Best  
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