

# Request For Proposal

FOR TRANSITION MANAGEMENT SERVICES

AUGUST 2024

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.



201 West First Street  
Greenville, NC 27858-1132

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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 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.”

The purpose of this Request for Proposal (RFP) is to invite service providers to submit a proposal for the implementation of Transition Management Services (TMS). There are five regions/counties included in this RFP as follows: 1) Craven, 2) Guilford/Randolph, 3) Moore/Hoke, 4) New Hanover, 5) Pitt/Greene/Wilson. Providers may submit proposals for one or more of the counties/regions included in the RFP.

## GENERAL/BACKGROUND INFORMATION

Transition Management Services (TMS) is a service provided to individuals participating in the Transition to Community Living initiative (TCL). TMS is a rehabilitation service intended to increase and restore an individual’s ability to live successfully in the community by maintaining tenancy. TMS focuses on increasing the individual’s ability to live as independently as possible, managing the illness, and reestablishing his or her community roles related to the following life domains: emotional, social, safety, housing, medical and health, educational, vocational, and legal. TMS provides structured rehabilitative interventions as listed below.

- A. Assessment
- B. Individual Housing and Tenancy Sustaining Services
- C. Money Management and Entitlements
- D. Activities of Daily Living
- E. Personal Health, Wellness, and Recovery
- F. Promote Community Integration

Trillium has identified a need for TMS in the provider network for the five regions or counties identified above. Trillium will support the expansion of this service in any of the identified regions/counties, utilizing State Funds. The service code for TMS is YM120 and the service is billed in: 15 increments at a current rate of \$13.40. There are no start-up funds available and special rate requests will not be considered. Trillium Health Resources will work closely with the selected providers to ensure that the service is being provided as clinically indicated.

## SCOPE OF WORK

The goal of this RFP is to recruit and develop TMS for five regions to include the following: Craven, Guilford/Randolph, Moore/Hoke, New Hanover, and Pitt/Greene/Wilson. No other counties may be targeted for this selected RFP.

## COMPLIANCE

The selected provider MUST agree to:

### 1. Comply fully with the following:

- a. State-Funded [Transition Management Services \(TMS\) service definition](#)
- 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. Accreditation standards
- 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/>.

### 2. Complete steps to demonstrate readiness to provide the service:

- a. Hire and/or train required staff.
- b. Obtain equipment needed for provision of services.
- c. Develop protocols/procedures in your agency's standard format to ensure that the Transition Management Services is provided in compliance with the State-Funded Transition Management Services (TMS) service definition.

### 3. Provide monthly updates on progress to the Trillium Project Coordinator until the project is complete and the service has been implemented.

- 🌱 If the selected provider is unable to comply with the award/contract requirements, Trillium Health Resources has the right to terminate the contract for TMS and recoup funds, if applicable.

## TIMELINE/SCHEDULE REQUIREMENTS

### Guidelines for Trillium Input:












#### Timeline

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

<b>Question &amp; Answer (Q&amp;A) Submission Deadline</b>	<b>October 18, 2024</b>
<b>Q&amp;A Results Posted on Trillium's Website</b>	<b>October 25, 2024</b>
<b>Proposed Submission Deadline</b>	<b>November 30, 2024</b>
<b>Proposed RFP Award Notification</b>	<b>December 20, 2024</b>

## ELIGIBILITY REQUIREMENTS

### Applicants must meet the following requirements:

-  Enrollment in NC Tracks;
-  Identification of evidence-based approaches for the proposed TMS;
-  Experience in operating successful TMS or similar programs and provide data related to recovery outcomes;
-  Adherence to all program, staffing and training requirements set forth in the State-Funded Transition Management Services (TMS) service definition.
-  Meet the provider qualification policies, procedures, and standards established by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS);
-  Fulfill the requirements of 10A NCAC 27G;
-  Demonstrate compliance with these standards by being certified by the Local Management Entities-Managed Care Organizations (LME-MCO); and
-  Become established as a legally constituted entity capable of meeting all of the requirements of the Provider Certification, LME-MCO Enrollment Agreement, Communication Bulletins, and service implementation standards.
-  Comply with all applicable federal and state requirements. This includes the North Carolina Department of Health and Human Services statutes, rules, policies, and communication bulletins, and other published instructions.
-  The TMS provider shall ensure all staff, whether office-based or home-based, is located within 45 miles/45 minutes for rural areas and 30 miles/30 minutes for urban areas of persons to be served. The LME-MCO may grant an exception to requirement
-  Without sanction(s), including but not limited to the following:
  1. LME/MCO: Contract termination or suspension, referral freeze, unresolved Plan of Correction, outstanding overpayment, prepayment review, and/or payment suspension;
  2. DHB: Contract termination or suspension, prepayment review, and/or outstanding final overpayment;

3. DMH/DD/SAS: Revocation and/or unresolved Plan of Correction;
  4. 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;
  5. US Internal Revenue Service or NC Department of Revenue: Unresolved tax or payroll liabilities;
  6. 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.

**Preferred Provider Qualifications include but are not limited to:**

- 🌱 National accreditation with at least one of the designated accrediting agencies;
- 🌱 Established comprehensive service array, providing services such as ACTT, CST, E & M, and ideally the provider would already be contracted for these services for state funding;
- 🌱 Experience serving the Transition to Community Living population;
- 🌱 A licensed professional currently on staff who is available to provide oversight of the team a minimum of six hours per month;
- 🌱 Experience and expertise with local housing and tenancy sustaining services, and established relationships with Housing Authority, permanent supportive housing providers, local landlords, etc.;
- 🌱 Experience and expertise required to assist with financial entitlements such as SSI/SSDI, Medicaid, Special Assistance, food stamps, Veterans Benefits, etc.;
- 🌱 Experience and expertise with linking to employment, educational, and volunteer programs.

## 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 as 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 this link: [Submit RFP](#);
- 🌱 Attached pages should be clearly labeled and numbered consecutively from beginning to end so that information can be located easily.
- 🌱 Proposal should be typed and clearly legible.

## REQUIRED PROPOSAL COMPONENTS

### ▲ **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;
- Sanction disclosure.

### ▲ **Project Narrative**, including all 5 sections listed below and supporting documentation, as needed.

#### ● **Section B (Attachment B): Company/Organizational Information**

- ▲ Description of the company and its professional history as it relates to the services sought under this RFP;
- ▲ 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 C (Attachment C): Project Plan**

- ▲ Description of what is being proposed and how it will be accomplished, as related to the intent of the RFP and proposed performance measures;
- ▲ Schedule/timeline for the service or project, which will serve as the basis for monitoring progress and adjusting activities as necessary, including:
  - 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.

#### ● **Section D (Attachment D): Personnel**

- ▲ Provide comprehensive chart of personnel positions for the project/service, including the CEO any other executive/leadership positions, to reflect the role of each position, their level of effort and qualifications;

#### ● **Section E (Attachment E): 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.
  - Budget should include anticipated revenue.
- ▲ 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.
- ▲ The [Budget Summary Form](#) may be used to summarize all costs and expenses. However, providers are not required to use the Budget Summary Form.

## PROPOSAL EVALUATION INFORMATION

- ▲ All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed incomplete may be eliminated from further review.
- ▲ Providers may submit proposals for one or more of the counties/regions included in the RFP. Each proposal will be evaluated and scored individually.
- ▲ The (Network Development Coordinator or appointed person) may contact the Provider/Vendor for clarification of any response.
- ▲ Complete 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 response to the requirements in Sections A-E. The responsible Provider(s) with the highest score(s) will be selected as a finalist or the finalist based upon the proposals submitted.
- ▲ Finalist Providers 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

- 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 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

Please send any questions about this RFP through the [Questions](#) link prior to October 18, 2024.