

MARYLAND DEPARTMENT OF HEALTH

Maryland Procurement Timeline Overview

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Request for Proposal (RFP) for BH ASO

- MDH launched a formal Request for Proposal (RFP) Process for a BH ASO Vendor in late Summer / Fall 2021.
- Involves a complex Enterprise IT System Procurement, which takes time to develop and implement successfully.
- The entire process is planned to coincide with the end of the current BH ASO contract on 12/31/24.
 - Procurement - 2022
 - Design Development and Implementation - 2023
 - Testing and Acceptance – 2023-24

RFP Timeline

High Level Estimated Milestone for BHASO Procurement

Milestone	Duration (months)	Complete
Planning and Requirements Gathering	5	April 2022
RFP Drafting	3	April 2022
RFP Internal Reviews	1	May 2022
RFP External Reviews	4	Mid September 2022
Final Approval and Publish RFP	1	End September 2022
Vendors Create and Submit Proposals	3	December 2022
Evaluation	4	April 2023
Contract Award	2	June 2023

RFP

Drafting

- **Activities To Date:**

- Business Interviews
- Best Practice Research
- Architectural Documentation
- Market Research
- Funding
- Functional requirements

RFP Basic System Capabilities

1. Eligibility determination and enrollment
2. Assessment and clinical data
3. Service authorization
4. Provider network
5. Service utilization and expenditure by funding sources
 1. (e.g., Medicaid, Medicaid State-funded, Non-Medicaid, uninsured, and grant funded)
6. Claims processing, payment, and federal funds reimbursement
7. Auditing
 1. Identification of providers at-risk for committing fraud, waste, and abuse so that audits can be targeted to areas of greatest concern
8. Utilization Review: Identification of utilization patterns, such as those by high-cost/high-need users or high-cost providers, and recommendations for interventions to maximize clinical results and control costs
9. Quality and outcome reporting

RFP Functional Requirement Areas 1-2

Provider Enrollment

- Provider Recruitment and Network Enhancement
- Provider Relations, Communication and Training
- Provider Manuals, Directory
- Coordination of Care, Registration and Utilization Management

Service Authorization 24/7

- Permit providers to query whether a participant is eligible for services, request authorization, and be notified whether authorization is granted.
- Automatically disallow duplicate and overlapping authorization requests for services that may not be obtained during the same time period.

RFP Functional Requirement Areas 3-4

- Concurrent and Retrospective Reviews
 - Inpatient admissions to acute and specialty psychiatric hospitals, SUD Residential for Adults, Medically-Monitored Inpatient Services for under 21, Medically-Monitored Inpatient Detoxification, Residential Treatment Centers, and other similar services
 - Inpatient and outpatient medical necessity reviews
- Audit and Program-Integrity Requirements
 - Overall: Evaluation of the quality of the assessment, diagnosis, treatment/service planning, and service delivery
 - Highlighting practices that promote recovery, resiliency, and self-determination of participants
 - Identification and resolution of ASO overpayments (NEW)

RFP Functional Requirement Areas 5-6

Call Center

- Licensed or certified in Maryland (NEW)
- Extensive requirements for specialty call-center staff and staffing levels
- Routine customer-service reporting and QA
- Spanish language services and other language-bank availability

Grievance and Appeal Process

- Utilization of MDH approved policies and procedures
- Implementation of a tracking system to follow grievances and appeals through each stage of the system
- Staffing levels to ensure investigation of all grievances within time frames established by MDH as:
 - Urgent (clinical issues within 24 hours of receipt or by the close of the next business day)
 - Non-urgent (clinical issues within 5 working days of receipt and for non-clinical issues)
 - Within 30 days of receipt

RFP Functional Requirement Areas 7-9

Complaints

- Complaints management system
- Routine reporting

Staffing Requirements

- Key personnel to be based in Maryland and to have specific training or experience in Maryland regulations and policies

Quality Management and Evaluation

- Comprehensive and robust QA system and outcomes reporting

RFP Functional Requirement Areas

Data Reporting and Analytics

- Reporting platform that contains pre-built, interactive reports made available in the menu structure so that end users can access and generate the reports based on their access privileges

Data Sharing and Integration

- MMIS, state psychiatric facility Hospital Management Information System (HMIS), Local Behavioral Health Authorities, Pharmacy Benefits Managers (PBMs), Department of Public Safety and Corrections (DPSCS), Developmental Disabilities Administration (DDA), Maryland State Department of Education (MSDE), Chesapeake Regional Information System for Our Patients (CRISP), Department of Human Services (DHS), Department of Juvenile Services (DJS), Health Information Exchange (HIE), and HealthChoice MCOs

RFP Stakeholder Engagement

- MDH would like to solicit stakeholder feedback in the RFP process.
- Email suggestions always welcome!

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