

Vendor Questions – MDH/OPASS 19-17751 – Financial Management & Counseling Services

KM Support Broker Questions FMS RFP 2018 – Posted 6/28/18

1. Page 9 section 2.1.2 states that this is will be a single contract award. Please clarify if this is an over-sight contract which the State is awarding and not to be confused with the individual/participant right for freedom of choice to use and FMS provider.

As noted in the pre-proposal conference and RFP, The Department intends to make a single award as a result of the RFP. The freedom of choice of provider requirement relates to direct services and not administrative contracts. This RFP will result in an administrative contract and is not a standard Medicaid provider enrollment process.

2. Will the FMS providers what the participants select from be subcontractors to this primary (hierarchy) awardee?

Participants will not select a FMS provider as a single award is intended to be made through this RFP. The Department has not established a hierarchy for the scope of work in the contract and offerors should clearly describe tasks that will be performed by any subcontractors.

3. Page 9 section 2.2.1 elaborate on the Counseling Services - and can the respondents bid on sections or will they have to bid the entire RFP?

Offerors will need to respond to the entire RFP. Proposals should address how each requirement of the solicitation will be met.

4. If the consultants are to train the individuals, family members & participants... will the consultant help the individual complete the forms if they are unable to do them for themselves?

The vendor should propose the methods to be used in completing the requirements of the RFP including the scope of supports offered to participants in completing the required forms for self-direction. Participant supports should be clearly outlined in the offeror's proposal.

5. Who will be the oversight team to ensure that the awarded company if operating within the State/DHMH/DDA and COMAR guidelines?

There will be contract monitors from the DDA as well as OHS monitoring the vendor's compliance with the agreement.

6. Page 10 Counseling Services describes the services which the Support Brokers are offering their clients so, are you anticipating that they will apply as a subcontractor under the FMS awardee?

As noted in the pre-proposal conference, counseling services will only apply to the OHS programs and there is no anticipated impact to the DDA Supports Broker model as a result of this RFP.

7. What able the individuals which are unable to self-direct but have a team to assist them How does this apply?

For the OHS programs, participants are able to identify a representative to assist them in self-directing their services. However, the representative cannot be a paid provider.

8. Page 11 Section 2.3 please elaborate on the contract monitors and who they are? Is this part of the team that the awardee establishes as a checkpoint?

The contract monitors are identified on page 3 of the RFP. The contract monitor's role is outlined throughout the requirements, particularly in Section 2. The contract monitors will be the vendor's primary contact and they will receive and approve all deliverables.

9. Will a formal letter be sent out to those individuals that you anticipate rolling into this program so that they are aware that DHMH/DDA will be establishing a new entity and sharing their information which will be transmitted through encryption as per the COMAR & HIPPA regulations?

Participants will be notified of the awarded vendor and opportunity to self-direct in the OHS programs. Offerors should include in their proposals draft outreach materials for the OHS programs.

10. What document verification will be required prior to information exchange

Please see the spreadsheet labelled DRAFT FMS Data Mapping. This document provides a high-level overview of the type of data that will be shared. It includes basic demographics, eligibility status, the approved PCP/POS, and budget information.

11. Page 13 it states that a FEIN must be obtained for the participant/individual to hire staff which they direct but there is no establishment in the <https://egov.maryland.gov/BusinessExpress/EntitySearch> so that the individual as a company can be found. So, a hierarchy company should be established with a DBA for each individual so that their employment verification can be found.

1. as of now if the employee has to provide proof of employment there is no way to confirm this
2. will the employees become a part of the FMS pool for verifications?
3. Just because you obtain a FEIN it does not make the person a business you have to complete the process

People that Self-Direct they have Employer and Budget Authority. Having Employer Authority there is a process that will need to be defined by the FMS. Once a person selects a staff person that they are interesting in hiring the FMS will have to conduct criminal background checks; verification of credentials, certifications, they would have to enroll and set up a new participant (the Employer of Record) this will include meeting with the person, apply for FEIN and submit other required documents, Clearance of employees which may include review employee-clearance of an employee, review employee enrollment paperwork; submit employee background check request through Pinkerton and check exclusion lists, confirm employee qualifications/training, issue employee clearance and set up employee in payroll system. Set up payment to an employee, clearance of a vendor, payment of a vendor etc. these are just samples of what an FMS would need to develop a process internally.

12. What is the process that will be used to move funding from line items to ensure the budget is being used properly or will the consultant visit the individual periodically and if so, how often?

Offerors should include in their proposals the mechanisms they intend to use to manage the budget, including database tools and a schedule of contact with the participants.

13. What is the process that will be used for budget request and approval

Offerors should include in their proposals the mechanisms they intend to use to manage the budget, including database tools and a schedule of contact with the participants.

14. Page 14 line Z receive referrals - are these employment applications, please clarify

The Department will refer participants to the awarded vendor. This requirement is that the vendor accept program participant referrals from the Department. It does not refer to individual workers chosen or identified by program participants.

15. Please explain what will be supported under the categories of administrative and what will come directly from the participants budget

For the OHS programs, all service costs will come out of the participant's budget. Administrative costs are those invoiced by the vendor, as noted on the financial bid page. For the OHS programs, all taxes and insurance will come out of the participant budget. There will be no separate administrative payment process for employee costs, such as workers compensation insurance, of the participants.

16. the increase/decrease budget authorization forms, service termination etc will these be electronically formatted for the family participant to use or are these just for the FMS to use internally?

Offerors should include in their proposals the mechanisms they intend to use to manage the budget, including database tools and forms to be completed by the participants.

17. What is the method that will measure the timelines/date restrictions placed on performance/responses etc?

Required timelines and performance standards are outlined throughout the scope of work in Section 2 of the RFP. Offerors should include in their proposals a comprehensive quality plan that describes the methods the vendor will use to meet all noted performance standards and requirements.

18. Are the PCIS2 and the LTSS tools only for the provider agencies and the CCS or are their plane to provide access to the support brokers and family members since this will be used as a communication tool

For OHS, the LTSS system is used by the supports planners and the selected FMS vendor will have access. Participants enrolled in Community First Choice do not have access to the full system.

19. Who will be responsible for maintaining the databases and ensuring they have accurate information on file

The offerors is responsible for maintaining a data system, as described in 2.3.7. The vendor will be responsible for maintaining this data system and ensuring accurate information is on file. Offerors should include in their proposals the details of any proposed data system and processes to ensure data integrity.

20. Will there be standard training for the counseling services members and how they train and share information with the families

Training is addressed in Section 2.3.6 of the RFP. Vendors will be required to work with the Contract Monitors on the development of training for counselors as noted in 2.3.6.2. The Department will provide the vendor with training specific to each program. Offerors should clearly explain the plan for training their staff in their proposals.

Page 16 section 2.3.3.4 does this imply that the support planners and the support brokers work hand-in-hand

Coordinators of Community Services (CCS) and Support Brokers work with the DDA participants, and Supports Planners (SPs) work with Community First Choice. It is possible for the individual to be enrolled in both the DDA waiver and Community First Choice, in which case the CCS and SP will coordinate services with the participant.

21. For data storage and backup/disaster recovery ... are data centers acceptable?

There are no limitations on the data system other than those outlined in the RFP and those reflected in state and federal regulations. The offeror should clearly explain in their proposal how the proposed data system meets the requirements and existing data standards.

22. Page 17 will the task be sent as a work order with an identifier to track the performance? Will this be one system?

The Department will not send work orders as part of this RFP. The customer service system outlined on page 17 should be proposed by the offerors. Proposals should clearly explain the proposed customer service system and how each requirement in Section 2.3.3.4 will be met.

23. Will each subcontractor have a phone number that hangs of the primary awardee phone service so they are dialing from extension to extension and tracking the calls and responses?
Offerors are responsible for designing the communication system with subcontractors. Proposals should clearly explain how the offeror intends to utilize subcontractors and meet the requirements of the RFP.
24. Customer service training can you elaborate how this will be rolled out to full implementation
The vendor will be responsible for training their staff as stated in Section 2.3.3.4.f(2). The outline for this training should be included in the offeror's proposal. The Department will train the vendor on the specific programs.
25. Will there be a directory provided to the individual/participant in case they have ongoing issues or require assistance and how will this be invoiced/billed
Participants who choose to self-direct will still have a supports planner (SP)/coordinator of community service (CCS) to assist with program-related questions or issues. The vendor is required to have a customer service system as described in Section 2.3.3.4 to provide assistance to participants and their workers.
26. Will a the awardee be required to establish a call center or reception service to ensure calls are being directed to the appropriate area and are being answered...
Offerors should include information on their customer service system, or proposed system, in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met.
27. Is a cloud-based phone system acceptable for this with performance measurement told associated?
Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for the system beyond those noted in the RFP.
28. Page 18 there is a 20 minimum for program change modification.. is this a hard number of days or are they flexible on a case-by-case issue?
No. The awarded vendor is expected to meet this requirement and notify the Department prior to making changes to the customer service system. If an offeror requests an exception to any requirement, this should be clearly explained in the proposal.
29. What are the safeguards being put in place to ensure that disburse payments are being processed within the time restriction
The process for making timely payments is the responsibility of the awarded vendor. Offerors should clearly emaplin the proposed system and relevant safeguards for ensuring timely payments in their proposals.
30. Will all forms/electronic process or method used for this process be standardized for both DHMH & DDA
The OHS and DDA systems have different forms and processes. The Department is not aligning all processes between the programs and the awarded vendor will be required to meet the standards for each program. However, the vendor may propose a streamlined system for the shared requirements between the programs. For shared services, such as FMS services, the vendor may proposed single forms. Offerors should clearly explain in their proposals any forms or processes that will not be modified based on program affiliation.
31. Page 22 will there be a consolidated form for timesheets/vendors/consultants created and if so, when will this be rolled out?

The OHS programs do not have a standard timesheet and none will be provided to the awarded vendor. Offerors should propose the timekeeping system used for OHS programs and provide a detailed description of the proposed system in their proposals.

32. What is the escalation process if responses are not in a timely manner

Offerors should include information on their proposed escalation process or proposed system in their proposal and explain how the RFP requirements will be met.

33. How will benefits, taxes and workmen's compensation deductions being processed (administratively)?

For the OHS programs, all costs for program services, including all employee/employer costs such as taxes and insurance, will be paid through the participant's flexible budget as part of the cost of the service. There is no administrative process for any employer costs.

34. Will the monthly statements currently being sent to families/CCS/SB/SP etc be sent encrypted and with a password in a separate email?

Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for monthly statements beyond those noted in the RFP.

35. Will there be a read profile explanation and receipt confirmation to ensure delivery be put in place?

Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for the system beyond those noted in the RFP.

36. Page 31 section 2.3.9.2 d.1 caveat should state if not a rep payee or guardian. If they are one of the two they will have to be unpaid support or staff

For the OHS programs, the only excluded individuals are those who meet the definition of representative as noted in COMAR 10.09.84. The OHS programs do not always exclude rep payees. The awarded vendor is responsible for learning and following all program regulations and ensuring that all program regulations are met. Offerors should include in their proposals, the process for verifying worker credentials and eligibility.

37. Page 36 section 2.3.10.3 & page 43 section 3.2.3.2 will a data center be acceptable? and cloud-based phone system rolling over to cell phones or subcontractor lines

The offerors is responsible for maintaining a data system, as described in 2.3.7. Offerors should include in their proposals the details of any proposed data system and processes to ensure data integrity. The Department has no requirements for the data system beyond those noted in the RFP and those reflected in state and federal regulations.

38. As of now, it is assumed there is no incumbent

For the OHS programs, there is no incumbent.

39. Will the subcontractor be required to hold their own insurance coverage or will the be under the umbrella of the Hierarchy

There is no hierarchy prescribed in the RFP. Offerors should include in their proposals, the details of how the requirements in Section 3.1 Insurance Requirements, will be met. Any proposed hierarchy should be clearly explained in the proposal.

40. Page 40 section 3.2.1 who will be responsible for providing and maintaining the badges and database

The awarded vendor is responsible for these requirements.

41. page 41 with the transfer of data and personal information how will HIPPA regulation be guaranteed

The awarded vendor is responsible for ensuring that all information security requirements are met.

Offerors should include in their proposals the data systems and quality assurance process to be used to meet the requirements of the solicitation.